

C O N T E N T S

I. Acknowledgement	1
CHAPTER 1	
Why go for Business Excellence	3
CHAPTER 2	
Business Excellence Model	11
CHAPTER 3	
Awards Assessment Process	23
CHAPTER 4	
Planning to Develop Submission Document	27
– Gaining Leadership commitment and their responsibilities	
– Developing scoping diagram	
– Creating an organization for the project	
– Assigning business excellence award criteria to teams	
– Launching the project	
– Preparing project plan	
CHAPTER 5	
Developing the Submission Document	40
– Making a good first impression	
– Enhancing knowledge on business excellence award model	
– Communicating key messages	
– Gathering and sharing information	
– Writing the submission document	

- Writing standards
- Writing foreword
- Writing overview
- Generic guidelines applicable to entire document
- Guidelines for writing Enabler criteria
- Guidelines for writing Results criteria
- Finalizing the draft
- Professional editing
- Designing and printing/publishing of submission document
- Submitting the document to Award office and issuing to staff

CHAPTER 6

Preparing for the Site Visit Assessment 63

- Communication
- Organizing mock site visit assessment
- Responding effectively to assessors
- Making evidences ready
- Orderliness and housekeeping
- Logistics arrangements
- After the site visit
- Winning the award, celebrations and feedback report

APPENDICES

A.1 - Definitions and explanation of concepts and glossary 72

A.2 - List of figures 78

A.3 - References for further reading 79

A.4 - Contact addresses of some leading award offices 80