

Dubai Quality Award Best Practices and Benchmarks

Share Best Practice Conference

14th December, 2011, Dubai

Agenda

- The study details
- Glimpse into report – *Benchmarks*
- Glimpse into report - *Best practices*
- Release of the report

The Context

Competitiveness of UAE companies against world-class standards is one of the most crucial necessities for accomplishing the vision of H.H. Sheikh Mohammed Bin Rashed Al Maktoum, Prime Minister of UAE & Ruler of Dubai.

Why Benchmarking Study ?

Help organizations craft their improvement road map by applying proven best practices from award-winning companies

Provide insights into what award-winning organizations are doing to be recognized as top performers.

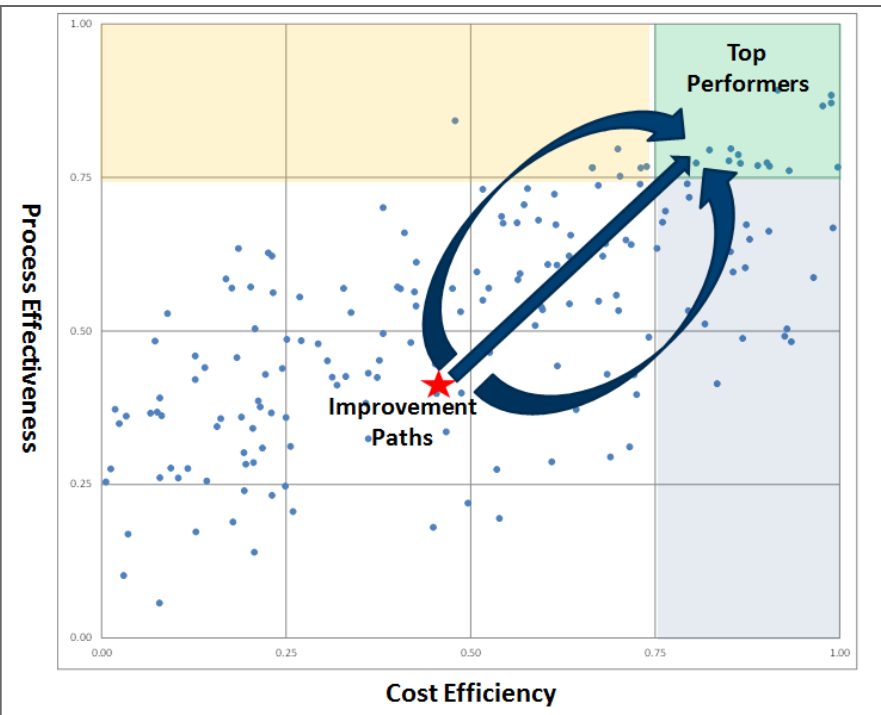
What is Benchmarking ?

Comparing and measuring your organization against others, anywhere in the world.

Gaining information on philosophies, practices, and measures that will help organizations take action to improve their performance.

TRUST
WORTHY

Roadmap to Improving Performance@



Determine the Opportunity

Benchmarking

Adopt Best Practices

Best Practice Assessment

Process Improvement

Process Assessment

Move to Top Performance

The Opportunity

- Rich opportunity to harvest best practices of DQA award winning organisations.
- First project of its kind in the region.



Study Partners

- ✓ Business Excellence Deptt. DED, Dubai
- ✓ 20 DQA Winners (2004 to 2009)
- ✓ American Productivity and Quality centre (APQC), USA.
- ✓ Quality Indeed Consulting FZE, UAE
- ✓ Subject Matter Expert.

Study Partner Firms – A Big Thank You

Sector	Company
Construction	<ol style="list-style-type: none">1. ASCON2. Amana Steel Buildings Contracting Co. LLC3. Unibeton Readymix
Finance	<ol style="list-style-type: none">1. Commercial Bank of Dubai2. UAE Exchange LLC3. Union National Bank
Higher Education	<ol style="list-style-type: none">1. Dubai Medical College for Girls2. Another college from higher education

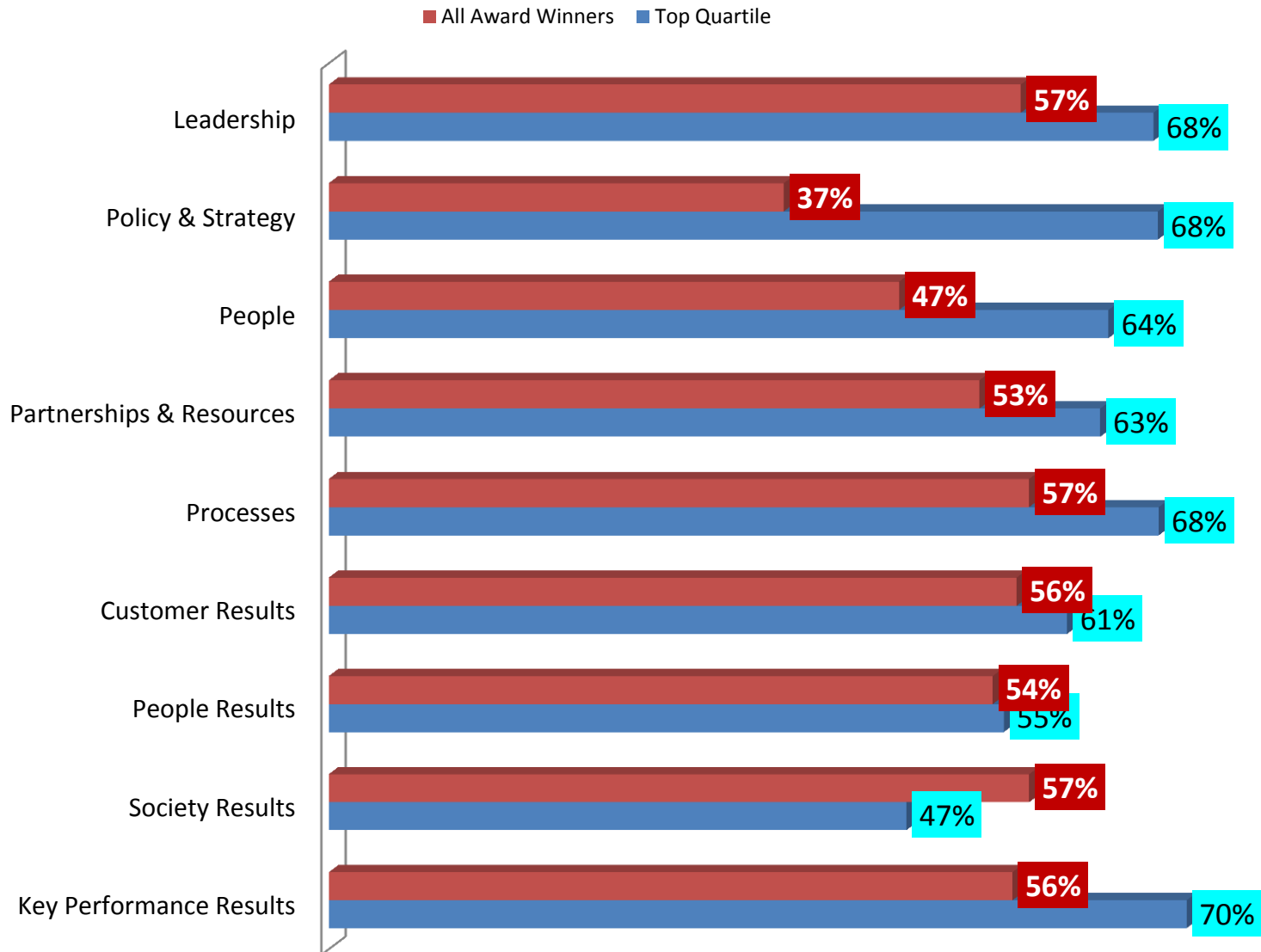
Study Partner Firms – A Big Thank You

Sector	Company
Manufacturing	<ol style="list-style-type: none">1. Abu Dhabi Gas Liquefaction Company Ltd (ADGAS)2. Acer Computers3. Al Khaleej Sugar4. Dubai Cable Company Limited
Service	<ol style="list-style-type: none">1. DHL Worldwide Express (Dubai) LLC2. Dubai Airport Freezone3. Dubai Healthcare City
Tourism	<ol style="list-style-type: none">1. Jumeirah Beach Hotel2. Madinat Jumeirah3. Wild Wadi Water Park
Trade	<ol style="list-style-type: none">1. Kanoo Machinery2. Xerox Emirates LLC

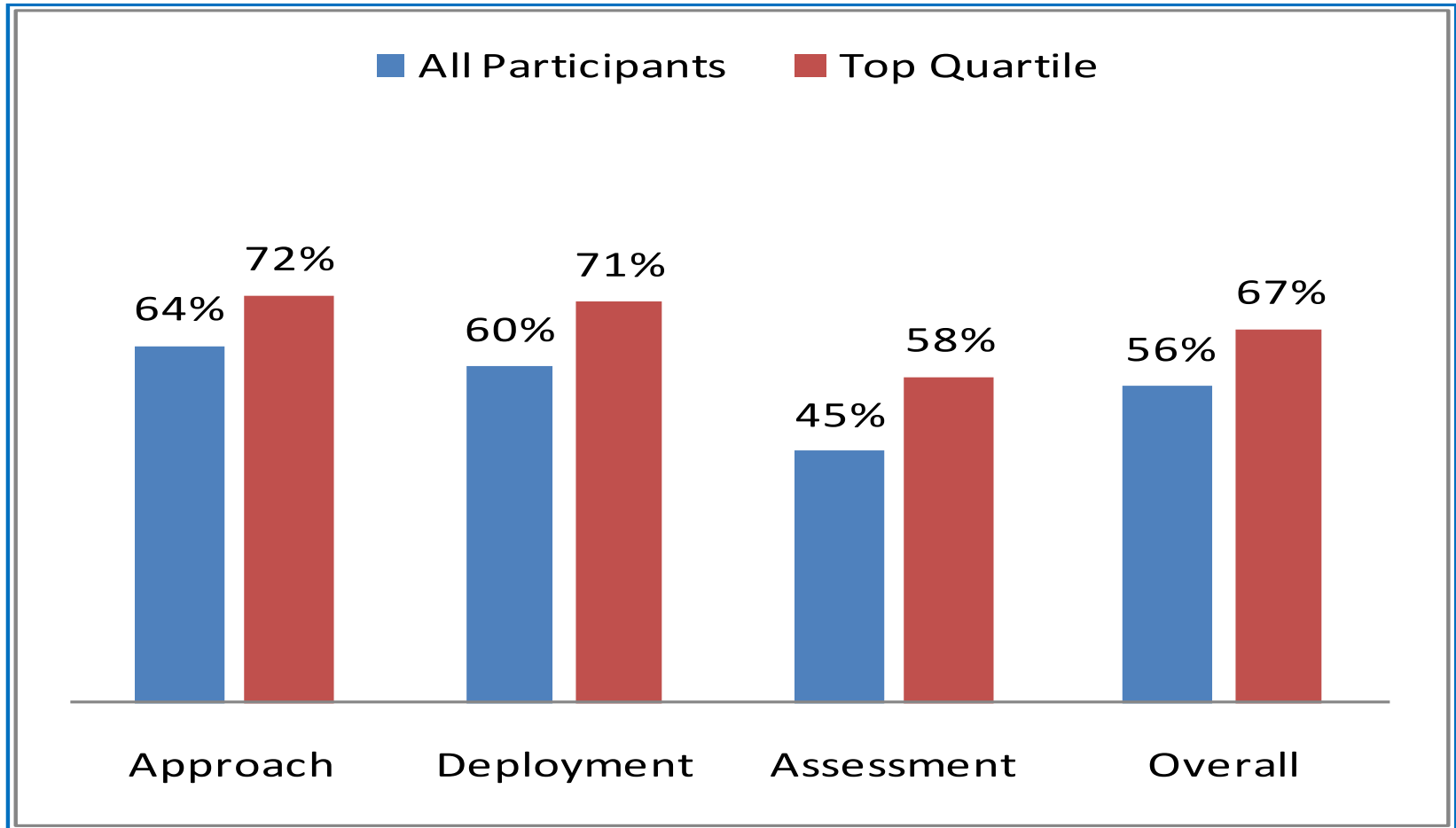
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All Award Winners and Top-Quartile Average Scores



Averages by Enabler Phase



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Best-Practice Assessment Questions



Qualifying Best-Practice



Best Practices

- 200+ best practices identified
- Best practices by:
 - *Approach*
 - *Deployment*
 - *Assessment & Review*
 - *Criteria & sub criteria*
 - *Principles of excellence for each winner*

Key Findings

- Top performers:
 - Not from one industry or in any specific year.
 - Quality program integral part to achievement of strategic objectives.
 - Excellence journey has taken number of years.
 - Program is not “once and done” initiative.
 - Quality programs embedded in routine work


Sample Best Practices

Vision and mission statements are the starting point for setting the targets, initiatives, and annual goals.

Customer market segmentation based upon unique characteristics and needs is used to plan products and services.

Leadership communicates goals and cascades them to employees using KPIs.

Concluding Quote



“Your organization’s future will be determined by how well and how quickly you learn, adapt, and improve.”

*Jack Grayson, founder
and chairman, APQC*

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Want to Know More

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Thanks

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