

PREFACE

There are numerous Business Excellence Award programmes around the world at national, state/provincial, local and organisation levels having the common objective of achieving business excellence. Their criteria cover much the same ground, though there are differences in structure and in complexity, whether it's the Malcolm Baldrige National Quality Award of USA©, the Deming Prize of Japan©, the Dubai Quality Award©, the Sheikh Khalifa Excellence Award©, Dubai Government Excellence Program©, Abu Dhabi Award for Excellence in Government Performance©, the European Quality Award© or the JRD Quality Value Excellence Award© by the Tata group in India.

This book has been written to help organisations, of all sizes and types participating in the Business Excellence awards process. It provides strategies with valuable tips for winning the business excellence award.

It has been written from a practical perspective with lots of examples from various industries and based on my over 18 years of experience in all possible roles in the business excellence awards process – as Assessor/Sr. Assessor, Team Leader, Juror, Implementor, Consultant and Project Manager including creating award winning submission documents. Examples will help you interpret the award criteria better and thereby make it easy for you to implement, develop a “winning” submission document and successfully participate in award process. It is a handbook from a working professional for working professionals.

To keep pace with changes in the economic and business environments, European Foundation for Quality management (EFQM) has revised the framework and released the “EFQM 2010” framework in late 2009. The third revised edition in your hand includes a special chapter highlighting the key changes and what organisations need to keep in mind while developing the Submission Document.

I hope you find this book easy to use and help you implement fundamentals of business excellence, develop an accurate, user-friendly and impressive winning submission document, which truly reflects your organisation's journey towards excellence and better prepare for site visit assessment, thereby enhancing your chances of winning the award.

I wish you good luck on your never ending journey towards excellence and participation in the award process. I will greatly appreciate your feedback, suggestions and critique to enhance the value of this book and its future editions.

Sunil Thawani

thawanis@hotmail.com

United Arab Emirates.

© *Malcolm Baldrige National Quality Award of USA is copyright of NIST, USA.*

© *Deming Prize of Japan is copyright of JUSE, Japan.*

© *European Quality Award is copyright of European Foundation of Quality Management, Brussels.*

© *Dubai Quality Award is copyright of DQA office, Dept. of Economic Development, Dubai.*

© *Sheikh Khalifa Excellence Award is copyright of SKEA office, Abu Dhabi.*

© *JRD Quality Value Excellence Award is copyright of TATA Group of Companies, India.*

© *Dubai Government Excellence Program*

© *Abu Dhabi Award for Excellence in Government Performance (ADAEGP)*