



# **Business Excellence Principles**

## **Workbook**

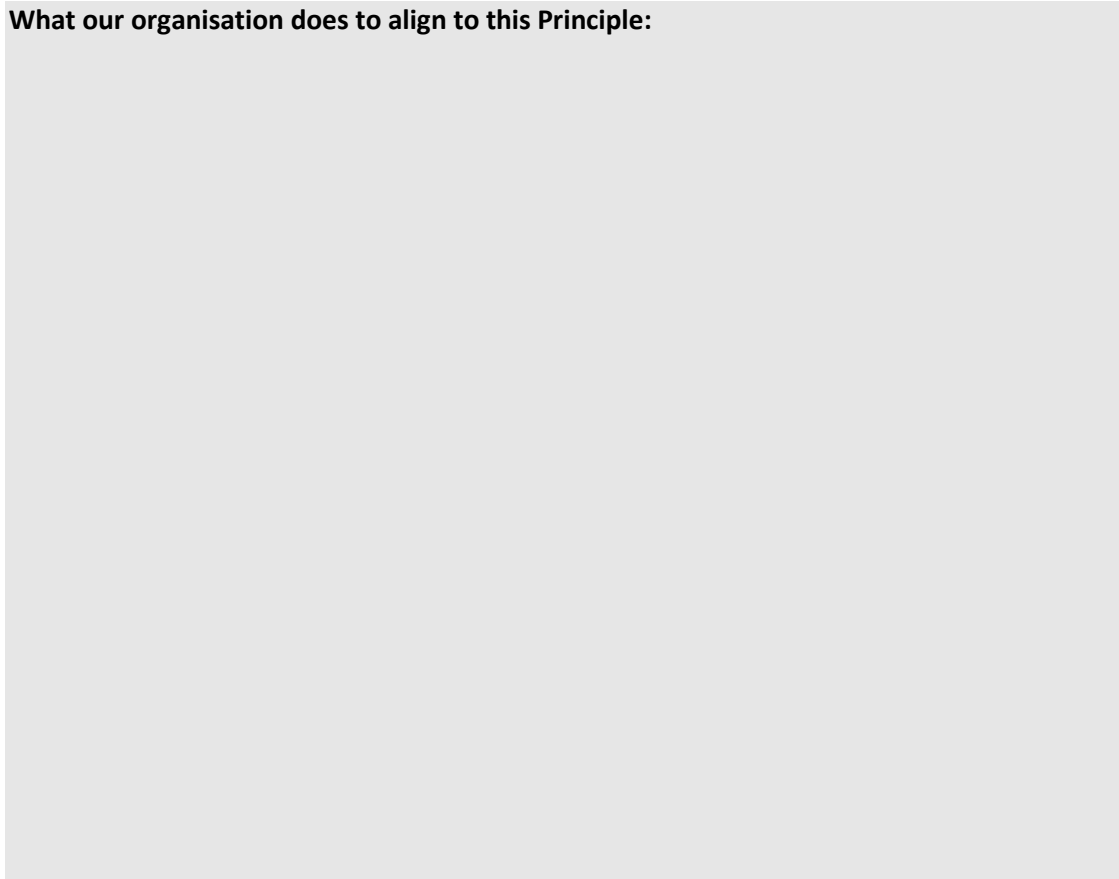
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# Contents

<b>Worksheet 1 - Principle 1: Clear direction and mutually agreed plans enable organisational alignment and a focus on the achievement of goals .....</b>	<b>3</b>
<b>Worksheet 2 - Principle 2: Understanding what customers and other stakeholders value, now and in the future, enables organisational direction, strategy and action .....</b>	<b>4</b>
<b>Worksheet 3 - Principle 3: All people work in a system. Outcomes are improved when people work on the system and its associated processes .....</b>	<b>5</b>
<b>Worksheet 4 - Principle 4: Engaging People’s enthusiasm, resourcefulness and participation Improves organisational performance .....</b>	<b>6</b>
<b>Worksheet 5 - Principle 5: Innovation and learning influence the agility and responsiveness of the organisation .....</b>	<b>7</b>
<b>Worksheet 6 - Principle 6: Effective use of facts, data and knowledge leads to improved decisions .....</b>	<b>8</b>
<b>Worksheet 7 - Principle 7: Variation impacts predictability, profitability and performance .....</b>	<b>9</b>
<b>Worksheet 8 - Principle 8: Sustainable performance is determined by an organisation’s ability to deliver value for all stakeholders in an ethically, socially and environmentally responsible manner .....</b>	<b>10</b>
<b>Worksheet 9 - Principle 9: Leaders determine the culture and value system of the organisation through their decisions and behaviour</b>	<b>11</b>

## **Worksheet 1 - Principle 1: Clear direction and mutually agreed plans enable organisational alignment and a focus on the achievement of goals**

**What our organisation does to align to this Principle:**



**Good Practice.** (What have I seen other organisations do well to align to this Principle?)

**Opportunities for Improvement.** (What could be done to better align with this Principle.)

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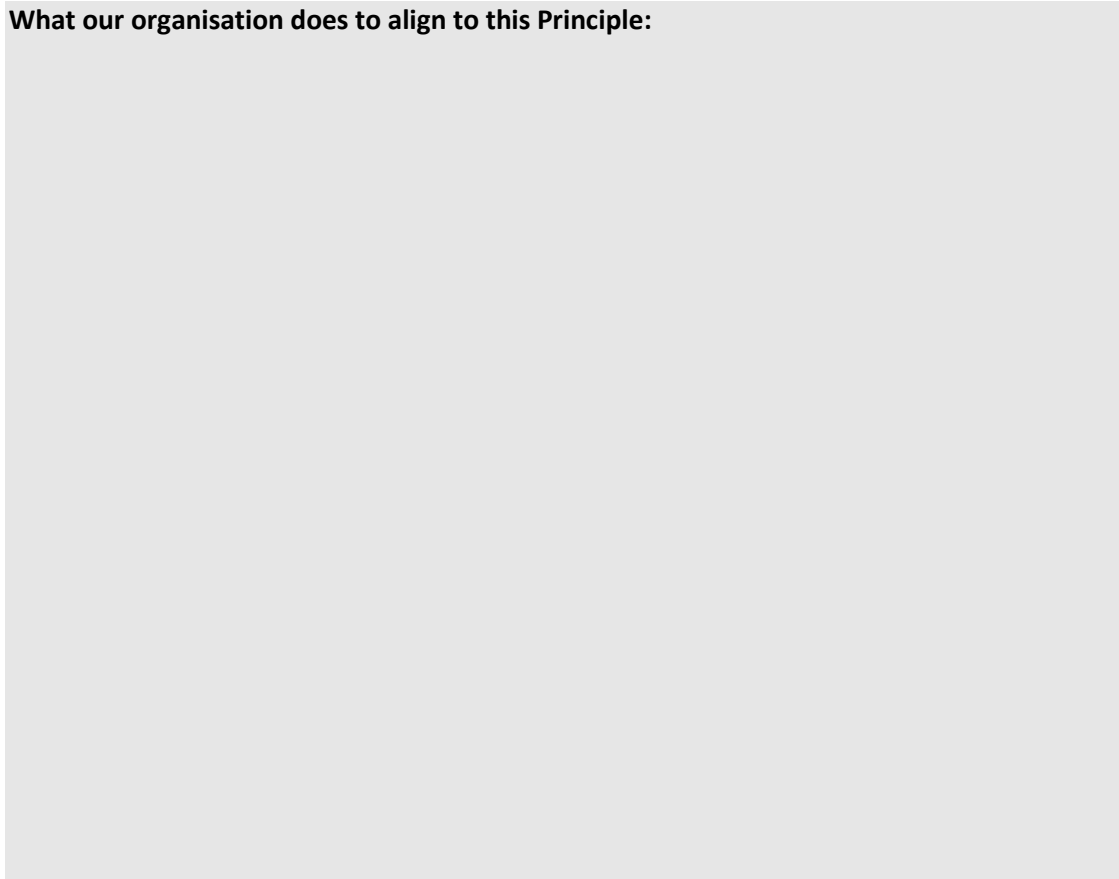
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## **Worksheet 2 - Principle 2: Understanding what customers and other stakeholders value, now and in the future, enables organisational direction, strategy and action**

**What our organisation does to align to this Principle:**



**Good Practice.** (What have I seen other organisations do well to align to this Principle?)

**Opportunities for Improvement.** (What could be done to better align with this Principle.)

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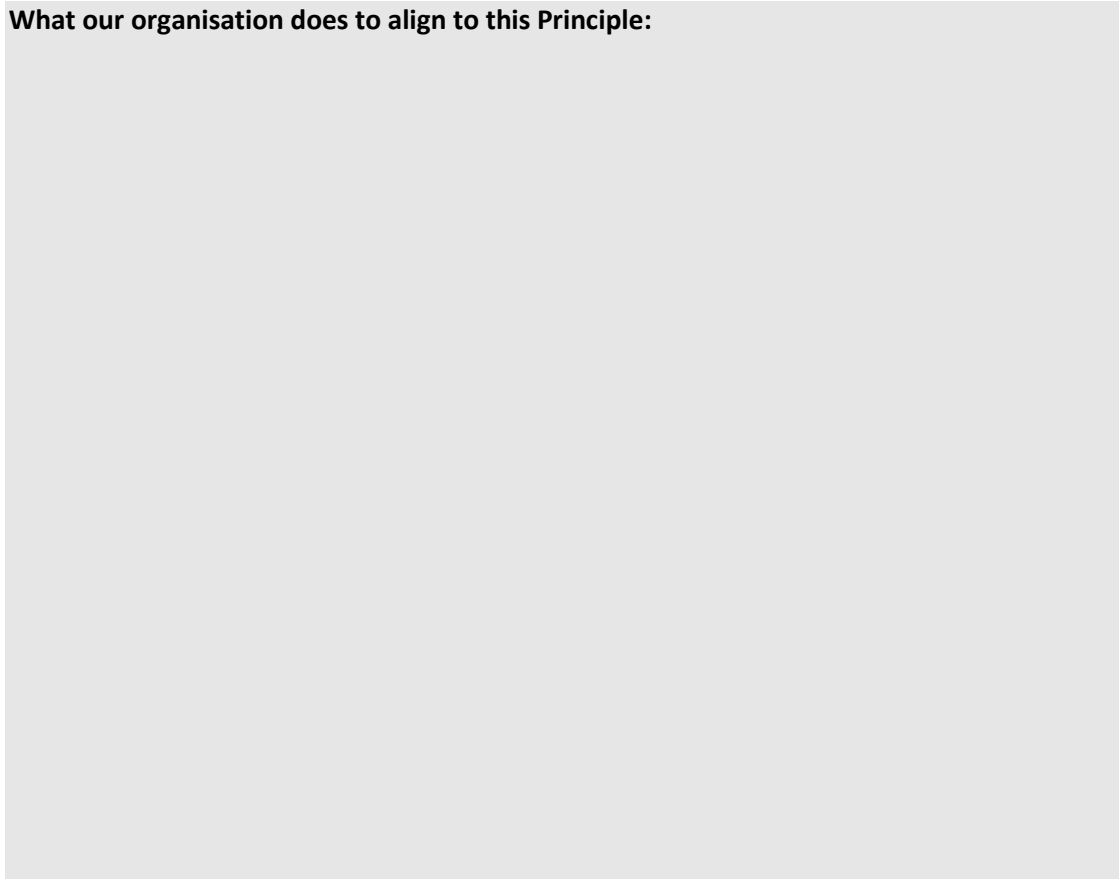
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**Worksheet 3 - Principle 3: All people work in a system.  
Outcomes are improved when people work on the system  
and its associated processes**

**What our organisation does to align to this Principle:**



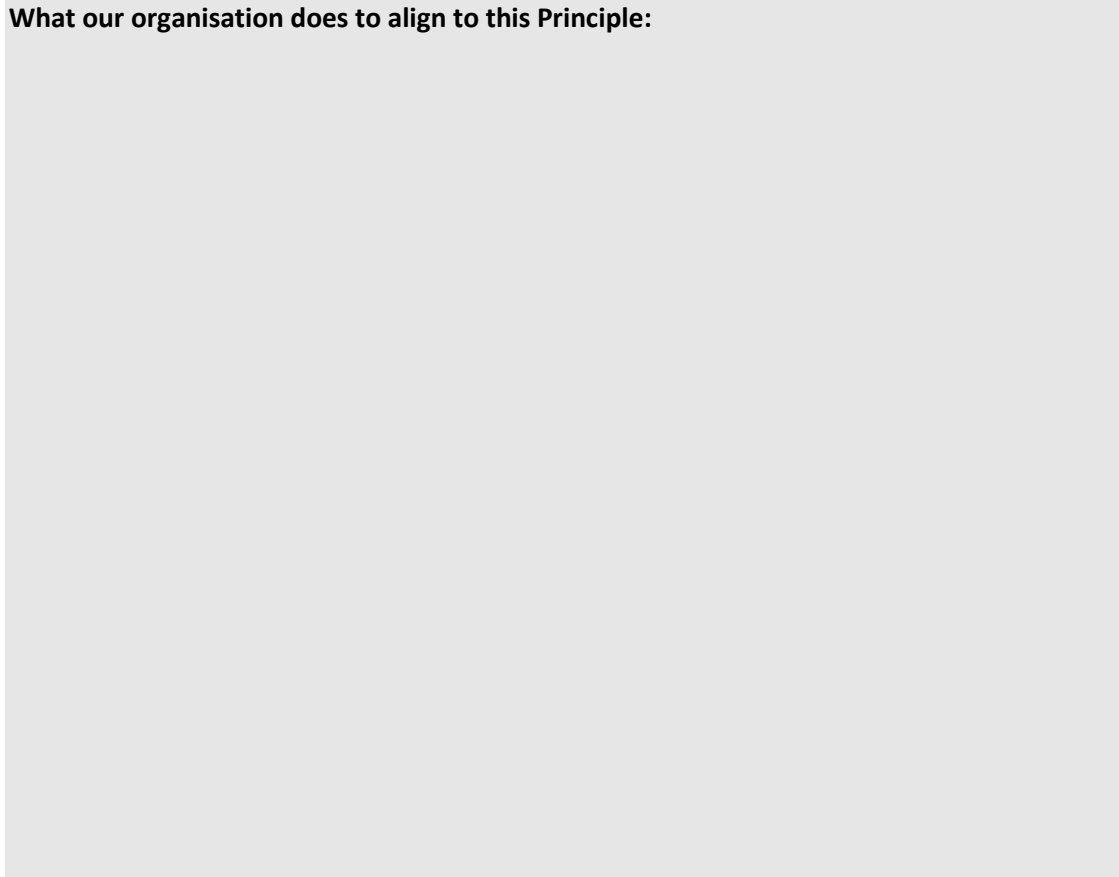
**Good Practice.** (What have I seen other organisations do well to align to this Principle?)

**Opportunities for Improvement.** (What could be done to better align with this Principle.)

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- 2 \_\_\_\_\_
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- 4 \_\_\_\_\_

## **Worksheet 4 - Principle 4: Engaging People's enthusiasm, resourcefulness and participation Improves organisational performance**

**What our organisation does to align to this Principle:**



**Good Practice.** (What have I seen other organisations do well to align to this Principle?)

**Opportunities for Improvement.** (What could be done to better align with this Principle.)

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## **Worksheet 5 - Principle 5: Innovation and learning influence the agility and responsiveness of the organisation**

**What our organisation does to align to this Principle:**



**Good Practice.** (What have I seen other organisations do well to align to this Principle?)

**Opportunities for Improvement.** (What could be done to better align with this Principle.)

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- 4  
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## Worksheet 6 - Principle 6: Effective use of facts, data and knowledge leads to improved decisions

**What our organisation does to align to this Principle:**



**Good Practice.** (What have I seen other organisations do well to align to this Principle?)

**Opportunities for Improvement.** (What could be done to better align with this Principle.)

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- 3
- .....
- 4
- .....



## Worksheet 7 - Principle 7: Variation impacts predictability, profitability and performance

**What our organisation does to align to this Principle:**



**Good Practice.** (What have I seen other organisations do well to align to this Principle?)

**Opportunities for Improvement.** (What could be done to better align with this Principle.)

- 1
- 2
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**Worksheet 8 - Principle 8: Sustainable performance is determined by an organisation's ability to deliver value for all stakeholders in an ethically, socially and environmentally responsible manner**

**What our organisation does to align to this Principle:**



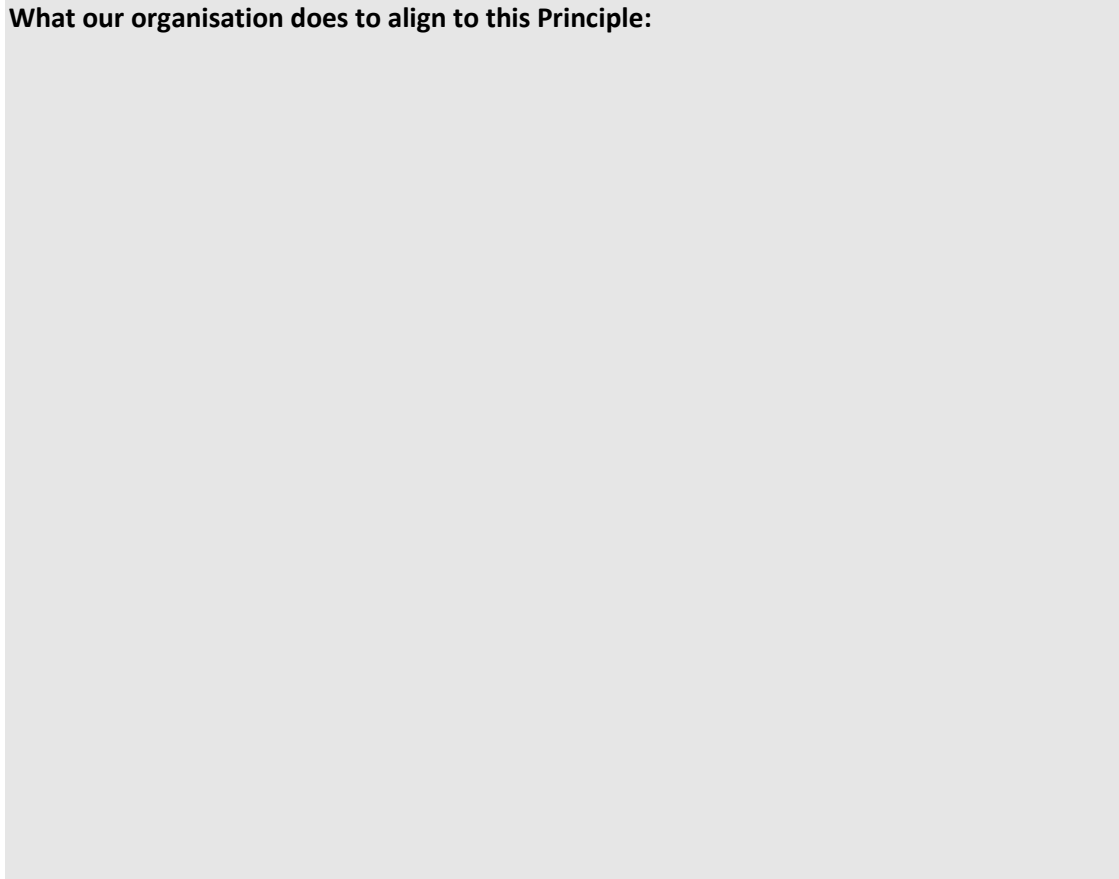
**Good Practice.** (What have I seen other organisations do well to align to this Principle?)

**Opportunities for Improvement.** (What could be done to better align with this Principle.)

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## **Worksheet 9 - Principle 9: Leaders determine the culture and value system of the organisation through their decisions and behaviour**

**What our organisation does to align to this Principle:**



**Good Practice.** (What have I seen other organisations do well to align to this Principle?)

**Opportunities for Improvement.** (What could be done to better align with this Principle.)

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For further information about Business Excellence Principles

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