

Team Excellence

CONTENT

It Starts With Me

What makes for a successful life.
The giving and taking distinction.
What giving really means.

What truly is the measure of a successful organisation?

Supply exists to serve demand not itself. A successful organisation is one which serves a customer. Who are we here to serve and how do we add value to our customers.

Service Excellence

What we choose to focus on ultimately determines our capacity to serve our client. The criteria for service excellence.

Business Excellence

The Value Added Statement as the means to measure the success of the business. How to add value – wealth creation – and how to measure it.

Business Excellence

Sharing wealth among those who have contributed to its creation. How should wealth be shared to ensure a sustained contribution by all parties to wealth creation.

Designing a Scoreboard aligned to the Business Purpose

A set of measures which forges the link between individual contribution and the purpose of the enterprise.



SCHUITEMA
Human Excellence Group

SERVICE EXCELLENCE

TWO DAY WORKSHOP

This two day workshop is aimed at enabling both individual and organisational contribution. Participants to the workshop are those who make a direct contribution to an organisation's results; who do the work which accounts for the bottom line of the business.

The programme begins with personal excellence and the insight that a successful life is concerned with 'giving' not 'taking'. More specifically, that it is what a person contributes to others, rather than what they accumulate for themselves, which accounts for their excellence as a human being.

The programme then focuses on organisational excellence and makes it clear that organisations succeed to the degree to which their members give more than they take. The argument is made that people only give unconditionally in pursuit of an organisation's objectives when they are given a reason worthy of suspending their self interest. That reason is serving a customer.

Lastly the programme considers what is required for business excellence. Businesses succeed only when they measure their success as the degree to which they have added value or made a contribution to a customer. The Value Added Statement is introduced as the basis for measuring both how a business is adding value and how the various stakeholders in the business share in the value add.

Finally it is demonstrated that, for individuals to make the maximum contribution to business excellence, there needs to be a clear line of sight between individual contribution and business value add. A golden thread which connects individual contribution to key business measures and the overall purpose of the enterprise is outlined.



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