

2023



ابتكار المعارف
Knowledge Innovation

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Organizational Excellence

برعاية

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Idea

This project focuses on different aspects of organizational excellence and its essential components.

Content

- Introduction to organizational excellence
- Organizational Excellence Models
- Professional accreditation for individuals in the non-profit sector
- Excellence awards for non-profit organizations.
- Figures and prominent scholars in accreditation and excellence
- Important references and resources for organizational excellence.

Aims ?

- Draw the attention of non-profit organizations in K.S.A to consider the importance of organizational excellence on a global scale.
- Provide a general overview of this area.
- Inform the employees in the non-profit sector about the sources of information required to get individual and organizational accreditations.
- Enrich the employees' background of the books and scholars specialized in organizational excellence

Impact

Enable the team members with basic qualities for producing a written piece of work related to organizational excellence and be able to raise awareness about such an important topic.

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Introduction to organizational excellence

Organizational excellence is the pursuit of optimizing an organization's performance by setting an achievable standard of quality, customer service, and productivity. It involves developing strategies and processes to create a culture of performance, accountability, and continuous improvement. It also involves recognizing and rewarding employees who demonstrate commitment and initiative.

Organizational excellence is an approach to management that focuses on continuous improvement, goal setting, and measuring progress. Its origin can be traced to the 1930s when it was first used by US manufacturer W. Edwards Deming to drive quality improvement. In the 1980s, the focus shifted to total quality management (TQM), which emphasized total customer satisfaction, employee involvement in quality decisions, perpetual improvement, and teamwork. Since the 1990s, organizational excellence concepts have continued to evolve and now include such topics as leadership development, effective communication, and process improvement. Today, organizations use a combination of principles, tools, and techniques derived from organizational excellence to continually outperform their competition.

Organizational Excellence Models

Malcolm Baldrige National Quality Award

One program highlighting the traits and attributes of organizational excellence is the Malcolm Baldrige National Quality Award. In the Baldrige Excellence Framework, the attributes of organizational excellence include:

- Leadership
- Strategic planning
- Customer and market focus
- Measurement, analysis and knowledge management
- Human resources/workforce focus
- Process management
- Business results



European Foundation for Quality Management

A similar protocol, the European Foundation for Quality Management (EFQM) Excellence Model, includes the following items:

- Leadership
- People
- Strategy
- Partnerships and resources
- Processes, products, and services
- People results
- Customer results
- Society results
- Business results



Deming Prize

The Union of Japanese Scientists and Engineers (JUSE) created the Deming Prize, with specific awards for individuals and for organizations and operating divisions. From a definition of «company-wide quality control» (CWQC), the Deming Prize identified multiple levels and categories of organizational excellence that include:

- Organization and its management
- Education
- Quality information
- Planning
- Analysis
- Standardization
- Control
- Quality assurance
- Results



These different perspectives suggest that the common traits of organizational excellence are consistent across different cultures and nations.

Professional Accreditation for individuals

EFQM 2020 Foundation Course

This course introduces the EFQM 2020 model and RADAR logic and the benefits of applying them in the organization. This course is a prerequisite for the rest of the approved courses offered by EFQM, such as the assessor course.

Program Outcomes

- Explain how their organizations can benefit from the model and use it to overcome current and future changes.
- Explain the structure of the model and how to apply it.
- Apply radar logic and diagnostic and evaluation tools to identify strengths and opportunities for improvement.
- Implement a simple assessment process for their organizations.

Assessor Course for EFQM2020 Form

This course aims to prepare participants to conduct a strategic assessment of the organization. and a case study of simulated evaluation. Through various assessment stages as they develop and practice their skills

Program Outcomes

- Ability to analyze the ecosystem of the organization and understand the context for evaluation
- Determine the organization's strategic priorities and develop appropriate hypotheses to support the EFQM assessment
- Apply the assessment tools of the Business Matrix, Advanced Business Matrix and Radar Mechanism

Certified assessor course for non-profit work excellence model

Introducing the model of excellence in charitable work, its components, and the benefits of applying them in a non-profit organization. This course is a prerequisite for obtaining an evaluator based on the model.

Program Outcomes

- Explain how organizations can benefit from the model and use it to overcome current and future changes.
- Implementation of a self-evaluation of the organization based on the model of excellence in charitable work
- Assisting the organization in building and implementing improvement projects and benefiting from the outputs of the feedback report
- Understanding how to prepare the CV for the organization

Excellence awards for non-profit organizations

King Khalid Award

The King Khalid Award is a Saudi award presented by the King Khalid Charity Foundation from the capital of the Kingdom, Riyadh. It is awarded for excellence in sustainable social development, to individuals, non-profit organizations and the private sector, in three main strands. Well thought out to support community sustainability. Its board of directors is chaired by Prince Faisal bin Khalid bin Abdulaziz, former governor of the Asir region and chairman of the Abha Award.

King Abdulaziz Award for Quality

The King Abdulaziz Quality Award is an annual award granted to facilities in the Kingdom of Saudi Arabia with outstanding performance by following the highest levels of quality. It includes government facilities, the private sector, and non-profit facilities. It was established on the 27th of Dhu al-Qi`dah 1420 AH and 1999 AD.

Princess Seetah bint Abdulaziz Award for Excellence in Social

Work

Princess Seetah bint Abdulaziz Award for Excellence in Social Work is an annual Saudi award established in 2012, and aims to support excellence in social work locally and internationally.

Excellence Award in Charitable Work

The Excellence in Charitable Work Award came to achieve the highest level of development and contribute to improving the quality of non-profit work in the Kingdom of Saudi Arabia. Achieving excellence in charitable work stems from a basic principle in setting a strategy, communicating with everyone, motivating and appreciating workers, and setting a good example as leaders in charitable work. The first cycle of the award was launched in 2013

Prince Mohammed bin Fahd Award for Best Charity Performance

The Prince Muhammad bin Fahd Award for Best Charitable Performance is a Saudi award that aims to appreciate and strengthen the role of charitable institutions in the Arab world, and thus raise the level of performance of non-profit sectors. It is presented by the Prince Muhammad bin Fahd Foundation for Human Development, in cooperation with the Arab Organization for Administrative Development in the League of Arab States. The award is granted to large, medium and small enterprises, to 23 institutions in each session, according to conditions and criteria set by the award committee under the auspices of Prince Muhammad bin Fahd, Chairman of the Board of Directors. Trustees of the Human Development Foundation.

Important References and Resources in Organizational Excellence

- Strategic Leadership: How to Think and Plan Strategically and Provide Direction
- by John Adair
- Strategic Leadership: The General's Art by Mark Grandstaff (Editor)
- Becoming a Strategic Leader: Your Role in Your Organization's Enduring Success by Richard L. Hughes
- The Rise and Fall of Strategic Planning: Reconceiving Roles for Planning, Plans and Planners by Henry Mintzberg
- The Five Dysfunctions of a Team: A Leadership Fable by Patrick Lencioni

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