



Business Excellence Framework.

8 Principles of Business Excellence are:

1. LEADERSHIP

Lead by example, provide clear direction, build organisational alignment and focus on the sustainable achievement of goals

2. CUSTOMERS

Understand what markets and customers value, now and into the future, and use this to drive organisational design, strategy, products and services

3. SYSTEMS

Continuously improve the system

4. PEOPLE

Develop and value people's capability and release their skills, resourcefulness and creativity to change and improve the organisation

5. CONTINUOUS IMPROVEMENT

Develop agility, adaptability and responsiveness based on a culture of continual improvement, innovation and learning

6. INFORMATION AND KNOWLEDGE

Improve performance through the use of data, information and knowledge to understand variability and to improve strategic and operational decision-making

7. CORPORATE AND SOCIAL RESPONSIBILITIES

Behave in an ethically, socially and environmentally responsible manner

8. SUSTAINABLE RESULTS

Focus on sustainable results, value and outcome