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COURSE BROCHURE

# Excellence Model Self-Assessment and Improvement Training Course

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# Excellence Model Self-Assessment and Improvement Training Course

Excellence Model Self-Assessment and Improvement is a 1-week training course for quality managers and excellence coordinators who produce an Excellence Self-Assessment and Improvement Roadmap for their organisation. Customers, boards and award panels increasingly judge organisations on evidence of sustained results rather than on certificates alone. Jupiter Prime Training offers this course for people who lead assessment cycles and turn scored gaps into funded improvement projects.

## Why Excellence Model Self-Assessment and Improvement Matters Now

Three forces shape this subject today: customers who compare service experience across sectors and expect consistent delivery, digital performance data that makes results visible to leaders every week, and boards that want proof that strategy, people and processes produce lasting outcomes. An organisation that assesses itself honestly against an excellence model finds its real strengths and its weakest enablers; one that treats assessment as paperwork collects scores that change nothing. The course rests on established approaches: holistic excellence models with enabler and results criteria, the Plan-Do-Check-Act PDCA cycle, process maps with named process owners and balanced performance indicators.

## Who Gains Most from Excellence Model Self-Assessment and Improvement

- Staff who coordinate excellence assessment cycles and assessor teams across departments
- Quality leads responsible for process documentation, audits and corrective actions
- Performance analysts who maintain scorecards and results trends for leadership
- Department heads who own improvement projects arising from assessment findings
- Customer experience leads who gather satisfaction and complaint evidence

The strongest gains come when a cross-functional assessor team from one organisation attends together and calibrates its scoring before the next cycle.

## Excellence Model Self-Assessment and Improvement Capabilities

Participants move from collecting evidence to scoring it consistently and converting findings into a ranked set of improvement projects.

- Map organisational practice against enabler and results criteria of an excellence model — leadership teams
- Assess evidence of approach, deployment and review using a scoring matrix — assessor calibration
- Build a balanced set of perception and performance indicators — results reporting
- Prioritise strengths and areas for improvement by impact and effort — investment decisions
- Design improvement projects with owners, milestones and PDCA checkpoints — department heads
- Communicate assessment findings and progress to staff and customers — engagement and trust

## Key Excellence Model Self-Assessment and Improvement Terms

- Excellence model — a framework of criteria describing how an organisation leads, works and achieves results, used to assess maturity.
- Enabler criteria — the criteria covering what an organisation does, such as leadership, strategy, people, partnerships and processes.
- Results criteria — the criteria covering what an organisation achieves for customers, people, society and its own business performance.
- Self-assessment — a structured review by the organisation of its own practice and results against model criteria, producing scored findings.
- Area for improvement — a documented gap between current practice and the model's expectations, with supporting evidence.
- Perception measure — an indicator drawn from what customers or staff report, such as satisfaction or engagement survey results.

## Excellence Model Self-Assessment and Improvement Day by Day

### Day 1: Excellence Principles and Organisational Context

- Quality Management Principles and Excellence Concepts — Shaping Organisational Purpose
- Structure of Holistic Excellence Models — Choosing an Assessment Framework
- Stakeholder Needs Mapping — Defining What Results Matter
- Maturity Levels From Inspection to Excellence — Setting Realistic Ambition
- Readiness Check for a First Assessment Cycle — Leadership Sponsorship

### Day 2: Running the Self-Assessment

- Assessment Methods From Questionnaire to Award Simulation — Effort Versus Depth
- Assessor Team Selection and Calibration Sessions — Scoring Consistency
- Evidence Gathering Through Interviews and Site Visits — Fact-Based Findings
- Approach, Deployment and Review Scoring Matrix — Enabler Maturity Ratings
- Consensus Meetings and Score Moderation — Agreed Assessment Outcome

## Day 3: Processes, Customers and Results

- Process Mapping With Named Process Owners — End-to-End Accountability
- Customer Journey and Complaint Analysis — Service Recovery Priorities
- Perception and Performance Indicator Design — Balanced Results Evidence
- Trend, Target and Comparison Analysis of Results — Credibility of Achievements
- Linking Enabler Gaps to Weak Results — Cause and Effect Logic

## Day 4: From Findings to Improvement

- Impact and Effort Matrix for Areas for Improvement — Project Selection
- Root Cause Tools Including Fishbone and Five Whys — Problem Definition
- PDCA Improvement Project Charters — Scope, Owners and Milestones
- Recognition and Engagement Practices — Building an Excellence Culture
- Progress Reviews and Reassessment Timing — Sustaining Momentum

## Day 5: Practising the Excellence Self-Assessment and Improvement Roadmap

- Hospital Services Case on Evidence Scoring — Applying the Scoring Matrix
- Logistics Provider Case on Results Indicators — Applying Indicator Design
- Prioritisation Exercise on Assessment Findings — Applying the Impact Matrix
- Feedback Report Drafting for Leadership — Presenting Strengths and Gaps
- Excellence Self-Assessment and Improvement Roadmap Completion — Organisational Handover

## Applying Excellence Model Self-Assessment and Improvement After the Course

- Lead a calibration session with your assessor team, scoring one enabler criterion with the approach, deployment and review matrix.
- Select three areas for improvement with the impact and effort matrix and launch each with a PDCA project charter and named owner.

## Excellence Model Self-Assessment and Improvement Questions FAQ

### What is excellence model self-assessment and improvement and why does it matter now?

Excellence model self-assessment and improvement is the structured scoring of an organisation against excellence criteria, followed by targeted projects. It matters now because customers and boards judge organisations on sustained, evidenced results.

### Which roles gain most from excellence model self-assessment and improvement?

Excellence coordinators, quality leads, performance analysts, department heads who own improvement projects and customer experience leads gain most, especially when they form one assessor team.

## How does excellence model self-assessment and improvement differ from a quality management system course?

Excellence model self-assessment and improvement scores the whole organisation, including leadership, people and results, against maturity criteria. A quality management system course concentrates on documented procedures, audits and conformity to a management system standard.

## What do you bring back from excellence model self-assessment and improvement training?

You bring back an Excellence Self-Assessment and Improvement Roadmap: a scored criteria map, a results indicator set, prioritised areas for improvement and project charters with owners.

## Excellence Model Self-Assessment and Improvement: The Way Forward

The Excellence Self-Assessment and Improvement Roadmap first informs which three or four improvement projects leadership funds this cycle. Excellence coordinators use its scored criteria map, department heads use its project charters, and analysts use its indicator set. After the first reassessment, revisit the scoring calibration and check whether improved enablers have moved the results trends.