



The Standards of Excellence

EVOLUTION OF BUSINESS EXCELLENCE

Powering business sustainability, scalability and sellability.

Introduction

Achieving business excellence is an ongoing journey that requires commitment, vision, and continuous improvement.

By fostering a culture of excellence, prioritising client needs, optimising processes, embracing innovation, and empowering your team, organisations can unlock their full potential and gain the ultimate competitive edge.

By improving quality across all areas of your business, you will **increase client satisfaction** and **reduce waste and costs**.

This workshop has been designed to show you tools and techniques, as well as decision-making skills, to support you with your long-term goals.

Learning outcomes

By the end of this workshop, you will be able to:

- Identify the most appropriate standards for your business needs and benchmarks
- Define Standards of Excellence and explain why they are important to your business
- Understand the importance of creating replicable and scalable processes to ensure all clients receive the same standard of service
- Describe how standards support the company's commitment to operational excellence
- Provide case studies on how raising your standards can support your future vision



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Topics covered:

- Module 1:** What is a Standard of Excellence?
- Module 2:** The importance of Replicable Processes
- Module 3:** Standards International Certification
- Module 4:** Operational Excellence
- Module 5:** Raising Standards to meet your future vision
- Module 6:** Reflections & Recap

Workshop length

1 day

Core competencies taught

- Leadership and Change Management
- Quality Management
- Continuous Improvement mindset
- Communication skills
- Decision-Making skills

APPLY NOW



Online workshop

Business bespoke

Who should attend?

Key people in ownership or leadership roles (Business Operations Management). People of influence in an organisation responsible for improving operational management.

What to expect?

- Engagement and discussions
- CPD certificate (e-certificate)
- Capped class sizes
- Handouts and action plan
- Knowledgeable trainer