

Building World Class Organisation

Talk at the M.S. University, Faculty of Social Studies

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A. BUILDING WORLD CLASS ORGANISATION

1. Building world class Products
2. Building world class Processes
3. Building world class Partnership
4. Building world class People

I. WORLD CLASS PRODUCTS

1. Excellent Quality
2. Excellent Delivery
3. Excellent Service
4. Excellent Economy

II. WORLD CLASS PROCESSES

1. Reliable Super system processes
2. Reliable Manufacturing processes
3. Reliable Quality processes
4. Reliable Customer processes

III. WORLD CLASS PARTNERSHIPS

1. Contributing Connections
2. Contributing Alliances
3. Contributing Joint ventures
4. Contributing Competitors

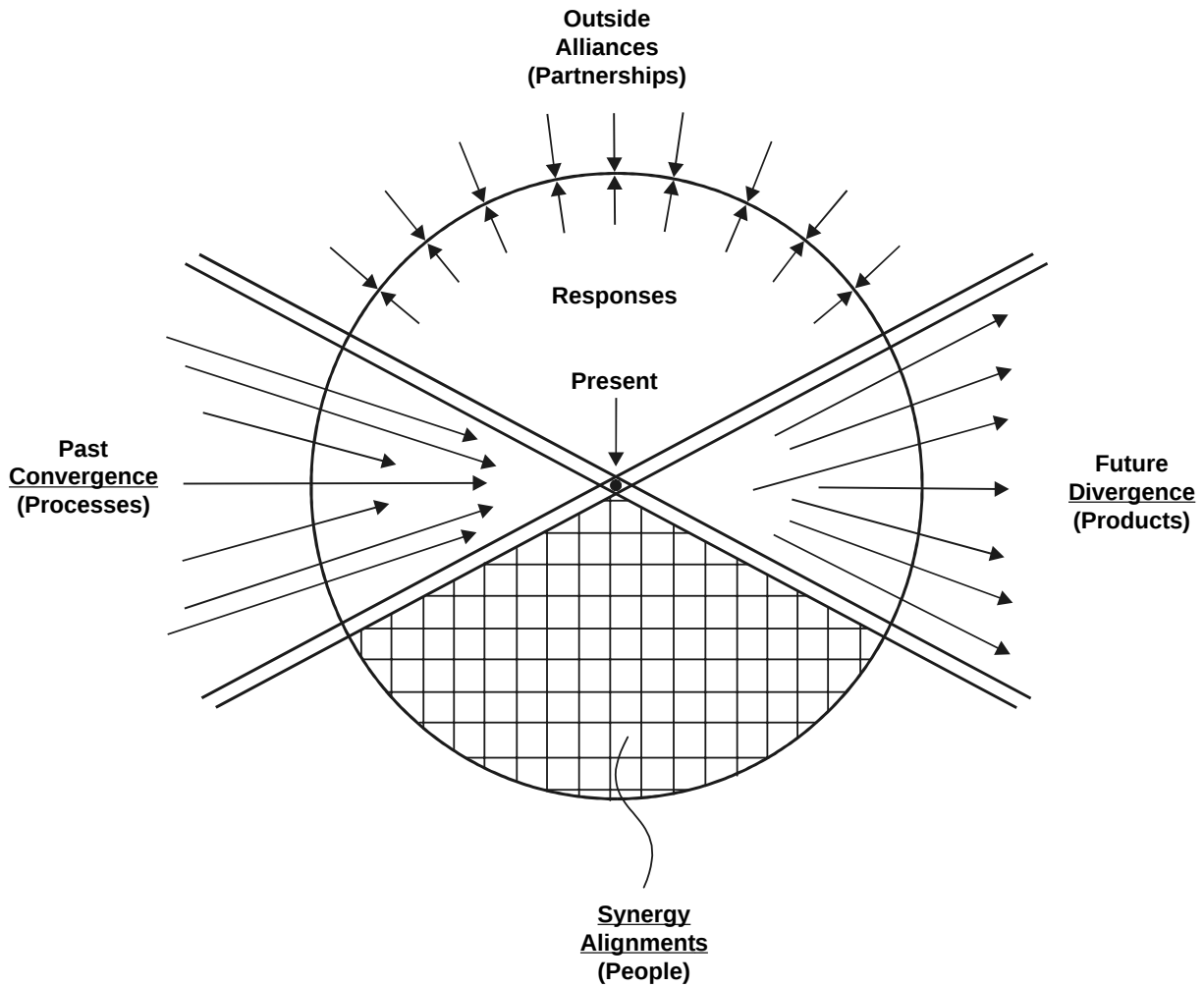
IV. WORLD CLASS PEOPLE

1. Efficient People
2. Efficient Teams
3. Empowering Leaders
4. Enriching Culture

Z. SUSTAINING THE WORLD CLASS ORGANISATION

1. Developing world class products
2. Ensuring world class quality
3. Cultivating world class partnerships
4. Nurturing world class people

DYNAMICS OF WORLD CLASS ORGANISATION



BUILDING, RUNNING, ENRICHING AND SUSTAINING WORLD CLASS ORGANISATION

MISSION

Build Excellence, Reliability, Contributions, Efficiency, Effectiveness, Empowerment and Enrichment through Developing, Ensuring, Cultivating and Nurturing the products, processes, partnerships and people.