

Course No. 1310

# Business Excellence & Organizational Performance Training Course

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**BUSINESS MANAGEMENT**  
**BUSINESS, MANAGEMENT & LEADERSHIP**

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DURATION

**5 Days**

DELIVERY

**Classroom**



## Course Overview

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The Business Excellence & Organizational Performance Training Course is designed to equip managers, executives, specialists, and professionals with the frameworks and practical capabilities required to strengthen organizational excellence, improve performance, and create sustainable business value. The course provides a structured approach to understanding how strategy, leadership, processes, people, resources, governance, innovation, and performance management work together to achieve organizational objectives.

Business excellence requires more than achieving short-term operational results. High-performing organizations establish clear strategic direction, align resources with priorities, measure meaningful outcomes, manage organizational risks, engage employees, understand stakeholder expectations, and continuously improve the way work is performed. This course helps participants develop an integrated perspective on organizational performance and identify the factors that enable consistent, measurable, and sustainable improvement.

The program focuses on practical business excellence and performance management principles, including strategic alignment, organizational assessment, performance measurement, key performance indicators, process improvement, quality management, productivity, stakeholder value, leadership, employee engagement, innovation, risk management, and continuous improvement. Participants learn how to evaluate organizational performance, identify performance gaps, establish improvement priorities, and translate strategic objectives into measurable actions.

The Business Excellence & Organizational Performance Training Course is particularly relevant to government entities, ministries, public sector organizations, banks, financial institutions, oil and gas organizations, and large corporations seeking to strengthen organizational effectiveness and institutional performance. It provides a practical foundation for building performance-oriented organizations in which leaders and professionals understand how their responsibilities contribute to strategic objectives, operational efficiency, stakeholder satisfaction, and long-term organizational value.

## Objectives

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- Analyze the principles of business excellence and evaluate their relationship with organizational strategy, effectiveness, efficiency, and sustainable performance during the course.
- Develop an integrated understanding of the organizational factors that influence performance, including leadership, people, processes, resources, governance, innovation, and stakeholder value.
- Evaluate organizational performance using structured assessment approaches and identify strengths, weaknesses, performance gaps, and improvement opportunities.
- Apply strategic alignment techniques to connect organizational objectives with departmental priorities, operational activities, and measurable performance outcomes.
- Design relevant key performance indicators that measure organizational effectiveness, efficiency, quality, productivity, customer value, and strategic progress.
- Assess business processes and operational practices to identify inefficiencies, duplication, performance constraints, and opportunities for improvement.
- Improve organizational performance by applying structured approaches to continuous improvement, quality management, productivity enhancement, and performance monitoring.
- Strengthen leadership and employee engagement practices that support accountability, collaboration, innovation, and a culture of organizational excellence.
- Evaluate organizational risks, challenges, and external or internal factors that may affect performance and determine appropriate improvement responses.
- Develop practical performance improvement initiatives with clear priorities, responsibilities, measures, timelines, and expected outcomes.
- Align organizational improvement activities with stakeholder expectations, service quality, strategic priorities, and long-term business objectives.

## Who Should Attend

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The Business Excellence & Organizational Performance Training Course is designed for executives, directors, department heads, managers, supervisors, and professionals responsible for organizational performance, strategic planning, operational excellence, quality, governance, and continuous improvement. It is particularly suitable for performance management managers and specialists, business excellence professionals, organizational development specialists, quality managers, strategic planning professionals, process improvement specialists, operational excellence teams, business analysts, and management consultants.

The course is also relevant to professionals working in government and public sector organizations, banking and financial services, oil and gas, engineering, operations, human resources, procurement, supply chain, information technology, customer service, finance, risk management, compliance, and corporate services. Professionals involved in organizational transformation, institutional development, quality improvement, strategic initiatives, performance reporting, and process optimization can apply the concepts directly to their areas of responsibility.

Senior executives, decision makers, and leaders responsible for organizational transformation and performance improvement can use the course to strengthen their understanding of performance drivers and establish a more integrated approach to business excellence. It is also appropriate for organizations seeking to develop a common performance language across departments and create stronger alignment between strategy, people, processes, resources, and measurable organizational results.

## Learning Outcomes

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- Explain the fundamental principles of business excellence and their relevance to organizational performance and long-term value creation.
- Assess organizational capabilities and performance using structured criteria covering strategy, leadership, people, processes, resources, stakeholders, and results.
- Identify performance gaps and determine the organizational factors contributing to underperformance or inconsistent results.
- Translate strategic objectives into departmental priorities, operational actions, measurable targets, and performance indicators.
- Develop meaningful key performance indicators that support strategic decision-making and effective performance monitoring.
- Analyze organizational processes to identify inefficiencies, duplication, bottlenecks, quality issues, and opportunities for improvement.
- Apply continuous improvement principles to develop practical initiatives that enhance efficiency, effectiveness, quality, and productivity.
- Evaluate stakeholder expectations and incorporate customer and stakeholder value into organizational performance improvement.
- Strengthen organizational accountability through clearer roles, responsibilities, performance expectations, and monitoring mechanisms.

- Apply leadership and employee engagement practices that support organizational excellence, collaboration, innovation, and continuous improvement.
- Identify organizational risks and barriers to performance and develop appropriate mitigation and improvement actions.
- Develop a practical organizational performance improvement plan that can be adapted to the participant's workplace.

## Course Outline

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### DAY 01

## Foundations of Business Excellence and Organizational Performance

- Understanding business excellence and organizational performance
- Evolution of organizational excellence and performance management
- The relationship between strategy, leadership, operations, people, and results
- Principles of high-performing organizations
- Organizational effectiveness, efficiency, productivity, and sustainability
- Understanding stakeholder value and organizational expectations
- Performance-oriented organizational cultures
- Leadership responsibility for organizational excellence
- Aligning organizational capabilities with strategic priorities
- Identifying critical performance drivers and organizational success factors

### PRACTICAL APPLICATION

Conduct an initial organizational performance assessment and identify key strengths, challenges, and improvement opportunities

### DAY 02

## Strategic Alignment and Performance Measurement

- Translating organizational strategy into measurable performance
- Aligning corporate, departmental, team, and individual objectives

## DAY 02 — CONTINUED

- Strategic planning and performance execution
- Establishing clear performance targets and expected outcomes
- Designing effective key performance indicators
- Leading and lagging performance indicators
- Measuring effectiveness, efficiency, quality, productivity, cost, and service performance
- Performance dashboards and management reporting
- Identifying performance gaps and analyzing organizational trends
- Using performance information to support management decisions
- Linking performance measures with accountability and organizational priorities

**PRACTICAL APPLICATION**

Develop a performance measurement framework connecting strategic objectives with departmental indicators and measurable targets

## DAY 03

**Process Excellence, Quality and Continuous Improvement**

- The role of business processes in organizational performance
- Identifying critical processes and process owners
- Process analysis and performance evaluation
- Identifying bottlenecks, waste, duplication, delays, and process weaknesses
- Quality management and service excellence principles
- Continuous improvement methodologies and structured improvement cycles
- Root cause analysis and systematic problem-solving
- Improving productivity, efficiency, and resource utilization
- Standardization and consistency in organizational processes
- Managing operational performance and corrective actions
- Building sustainable improvement mechanisms

## DAY 03 — CONTINUED

**PRACTICAL APPLICATION**

Analyze a business process, identify performance gaps, and develop a prioritized improvement initiative

**DAY 04****Leadership, People, Innovation and Organizational Capability**

- Leadership behaviors that support organizational excellence
- Building accountability and performance ownership
- Employee engagement and its relationship with organizational results
- Developing high-performing teams and cross-functional collaboration
- Communication, coordination, and organizational alignment
- Developing organizational capabilities and professional competencies
- Encouraging innovation and improvement-oriented thinking
- Managing organizational change and performance transitions
- Identifying barriers to organizational excellence
- Strengthening organizational learning and knowledge sharing
- Integrating people, technology, processes, and resources to improve performance

**PRACTICAL APPLICATION**

Develop an organizational capability and employee engagement improvement plan based on a realistic workplace scenario

**DAY 05****Organizational Assessment, Risk Management and Excellence Improvement Planning**

- Conducting integrated organizational performance assessments
- Identifying organizational strengths, weaknesses, risks, and improvement priorities
- Risk-based approaches to organizational performance
- Assessing internal and external factors affecting performance

## DAY 05 — CONTINUED

- Linking governance, risk management, compliance, and organizational excellence
- Prioritizing improvement initiatives according to impact, feasibility, resources, and strategic importance
- Developing organizational performance improvement roadmaps
- Establishing responsibilities, milestones, performance indicators, and review mechanisms
- Managing implementation challenges and sustaining improvement results
- Creating a culture of continuous organizational excellence
- Integrating business excellence into strategic and operational management

**FINAL WORKSHOP**

Develop and present a comprehensive organizational performance improvement plan covering strategic alignment, performance measures, process improvement, leadership, people, risks, priorities, responsibilities, timelines, and continuous improvement actions.

## Register or Request More Information

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Course page: <https://quest-training.com/courses/business-excellence-organizational-performance-training-course>

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