

Sheikh Khalifa Excellence Award 18th Cycle (2019-2020)



WHY, WHAT & HOW.....

SKEA
Sustainable Journey to Excellence



Orientation Seminar

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Coordinator General



غرفة أبوظبي
ABU DHABI CHAMBER

Objectives:



WHY

is it Crucial to Abu Dhabi's Business Community?

WHAT

is the Sheikh Khalifa Excellence Scheme?

HOW

can it provide the world-class road map towards Quality & Excellence?



International Quality Awards



The Deming Prize 1951



Malcom Baldrige National Quality Award 1982



EFQM Excellence Award 1984



Australian Quality Award 1986



Singapore Quality Award 1987



Dubai Quality Award 1995



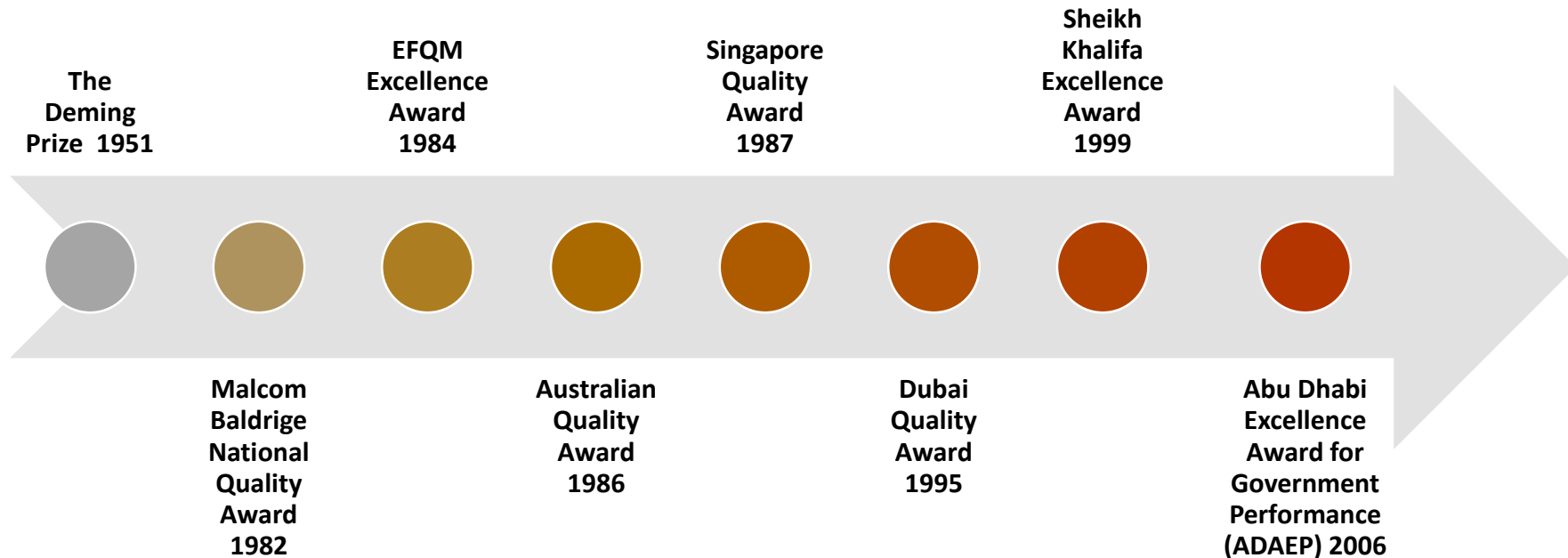
Sheikh Khalifa Excellence Award 1999



Abu Dhabi Excellence Award for Government Performance (ADAEP) 2006



International Quality Awards



Why Should Organizations Participate?



A natural response to the challenges facing Abu Dhabi's business community today, and the need to look global.

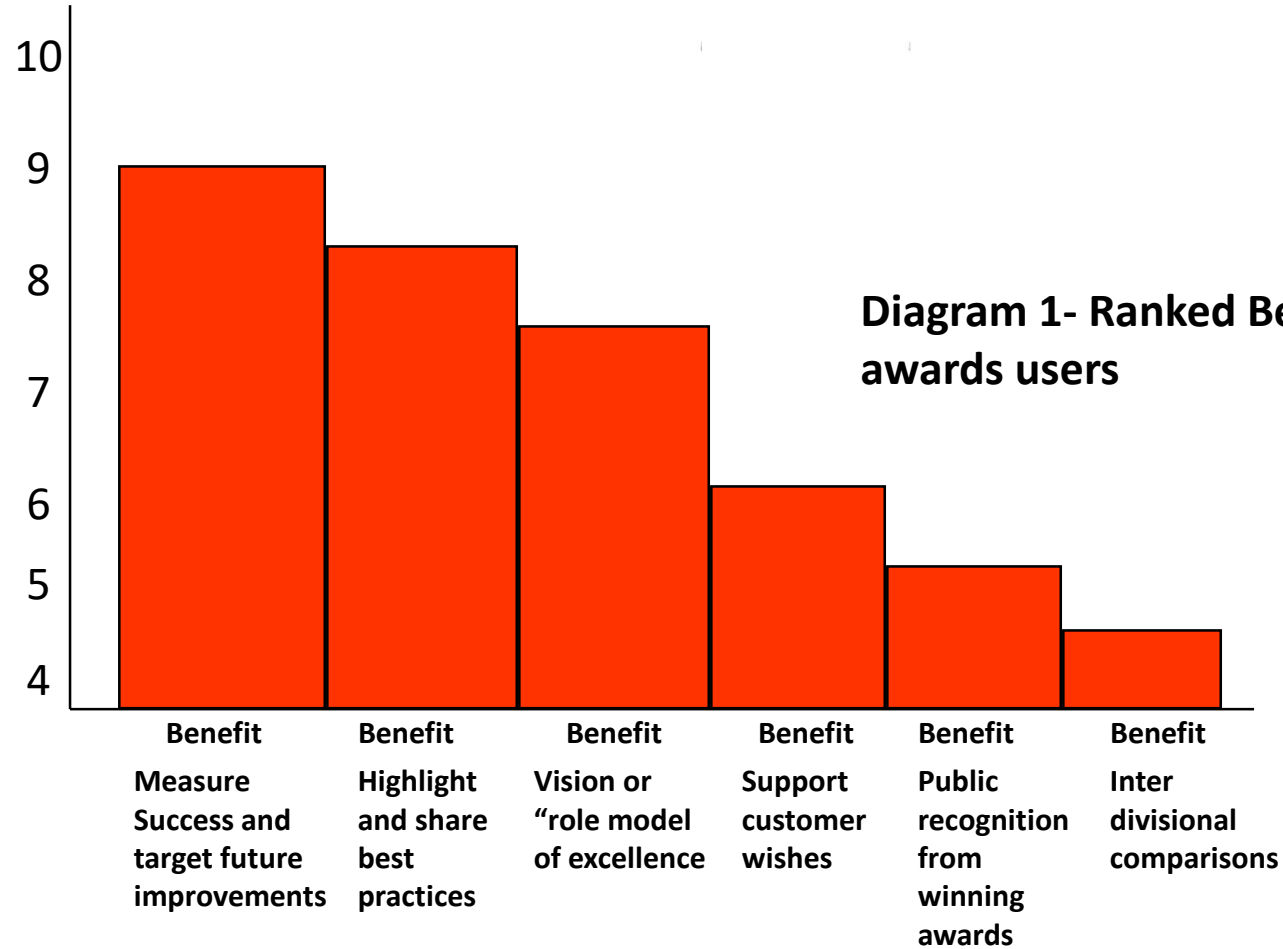
Unify management thinking and provide a Road Map for Success and Competitive Advantage

The ability to benchmark with national and international best practices and adopt advanced methods of operations.

Recognition of the award encourages organizations to adopt and implement Total Quality & Business Excellence.



Why Should Organizations Participate?



What is the SKEA ?



Is not a competition to win or loose

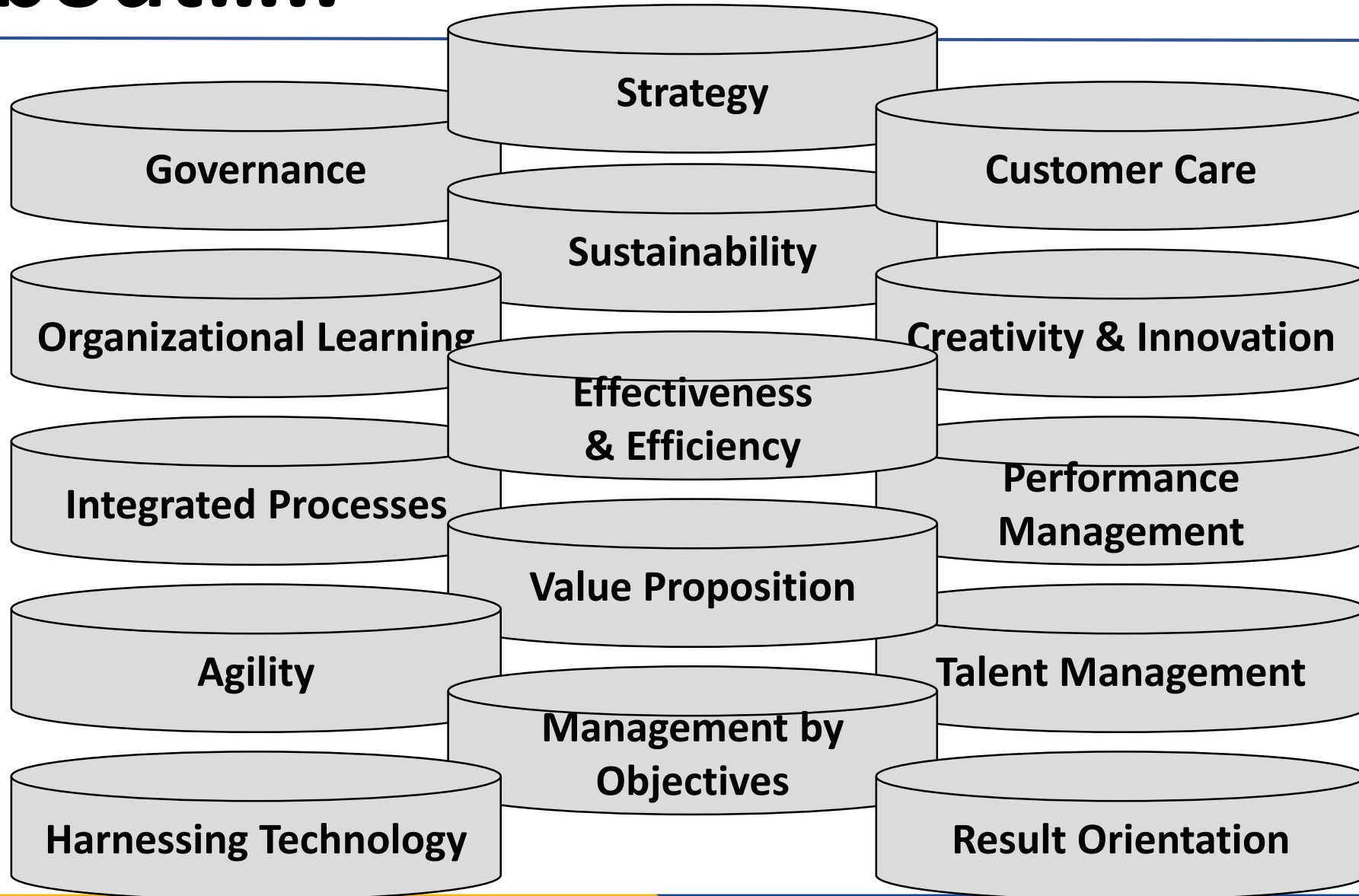
Is about identifying a “roadmap”
towards excellence

Is about benchmarking with “world
class” organizations

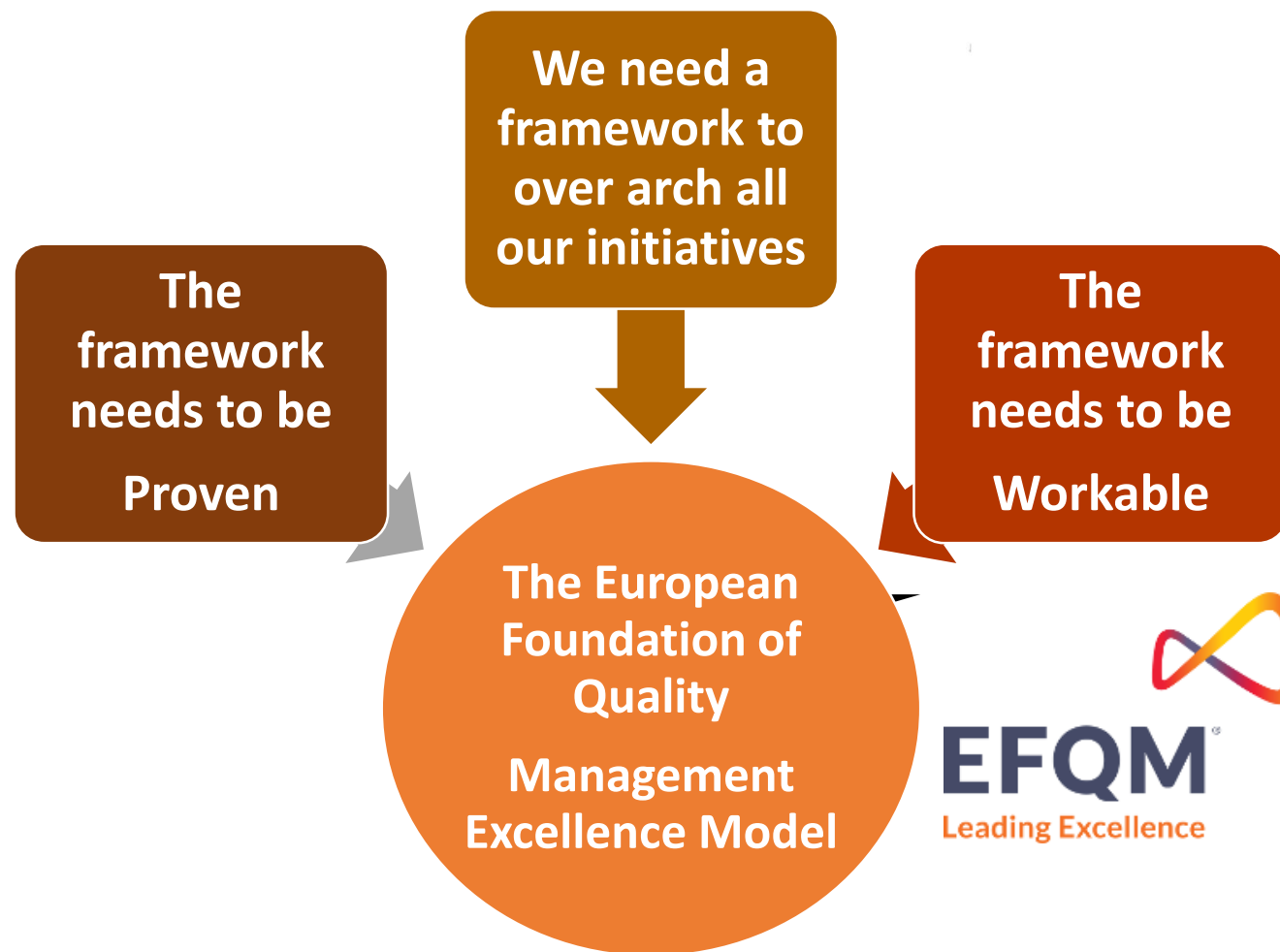
Is about unleashing the full potential of
the resources



Its About.....



So, what do we need to do?



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SKEA was first EFQM National Partner/Representative in the Gulf developing Relationship with EFQM



SKEA Coordinated translation of the Model into Arabic for EFQM across the Arab region

SKEA is now the distribution centre of the EFQM Arabic material.



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Is a management framework for excellence (success)

Can be used by any organization, regardless of

- Sector
- Size
- Structure
- Profit or non-profit orientation

It enables managing the organization in order to:

- Provide a common language and perspective
- Integrate all initiatives for improvement
- Assess their position in the journey to excellence



Sheikh Khalifa Excellence Award



The SKEA Model will help you to:

- Understand how effectively you are deploying your strategy.

- Identify the cause and effect relationships between the things you do and the results you achieve.

- Identify your current strengths and prioritise opportunities for improvement against your strategic goals.

- Identify opportunities for benchmarking; both in terms of things you can share and things you want to learn.

- Establish a baseline position so you can measure your progress over time.



Definition of Excellence



EFQM Definition:

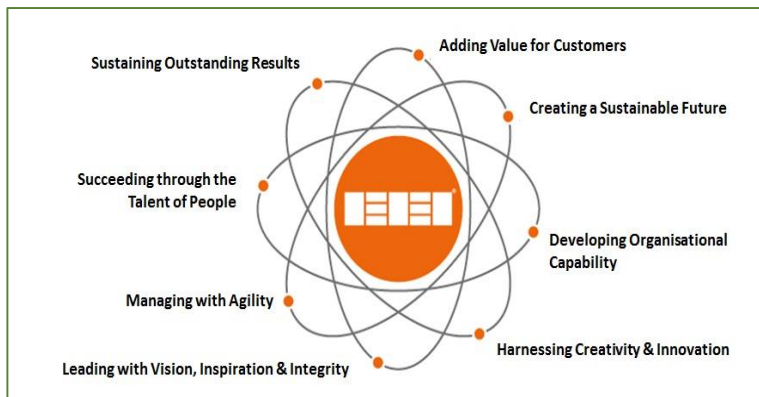
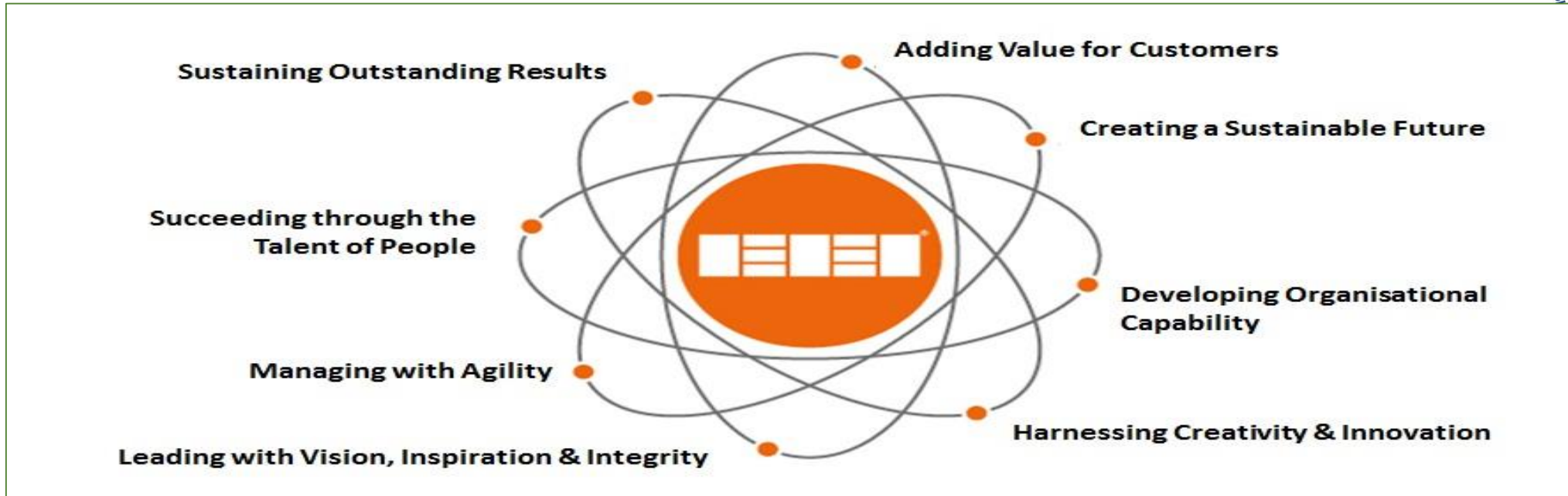
- Excellent organisations achieve and sustain outstanding levels of performance that meet or exceed the expectations of all their stakeholders.

Practically, this means:

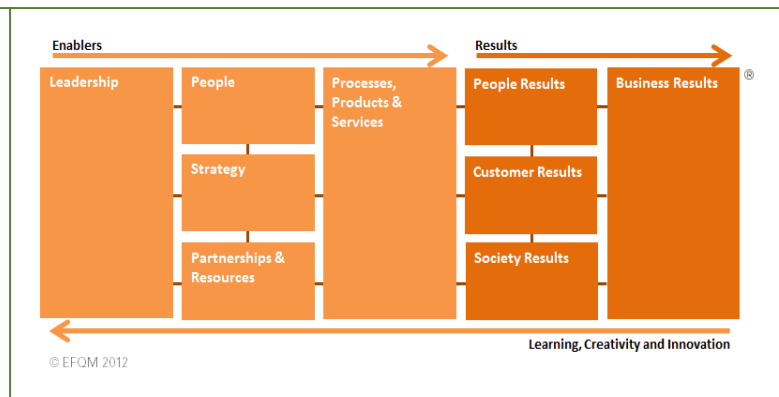
- They have a clear understanding of who their stakeholders are and what they expect.
- They develop strategies to achieve or exceed these expectations.
- They achieve excellent results today.
- They demonstrate that they can sustain this performance in the future by showing the causes of these results are understood and effectively managed.



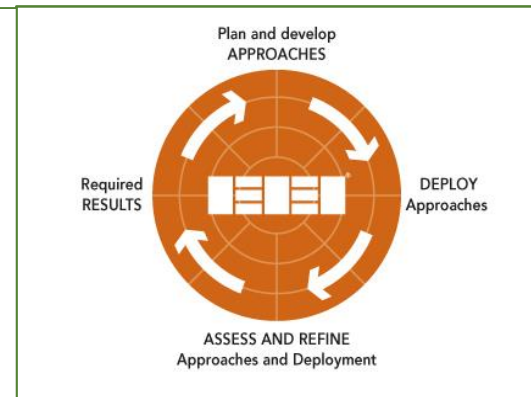
EFQM 2013



Fundamental Concepts



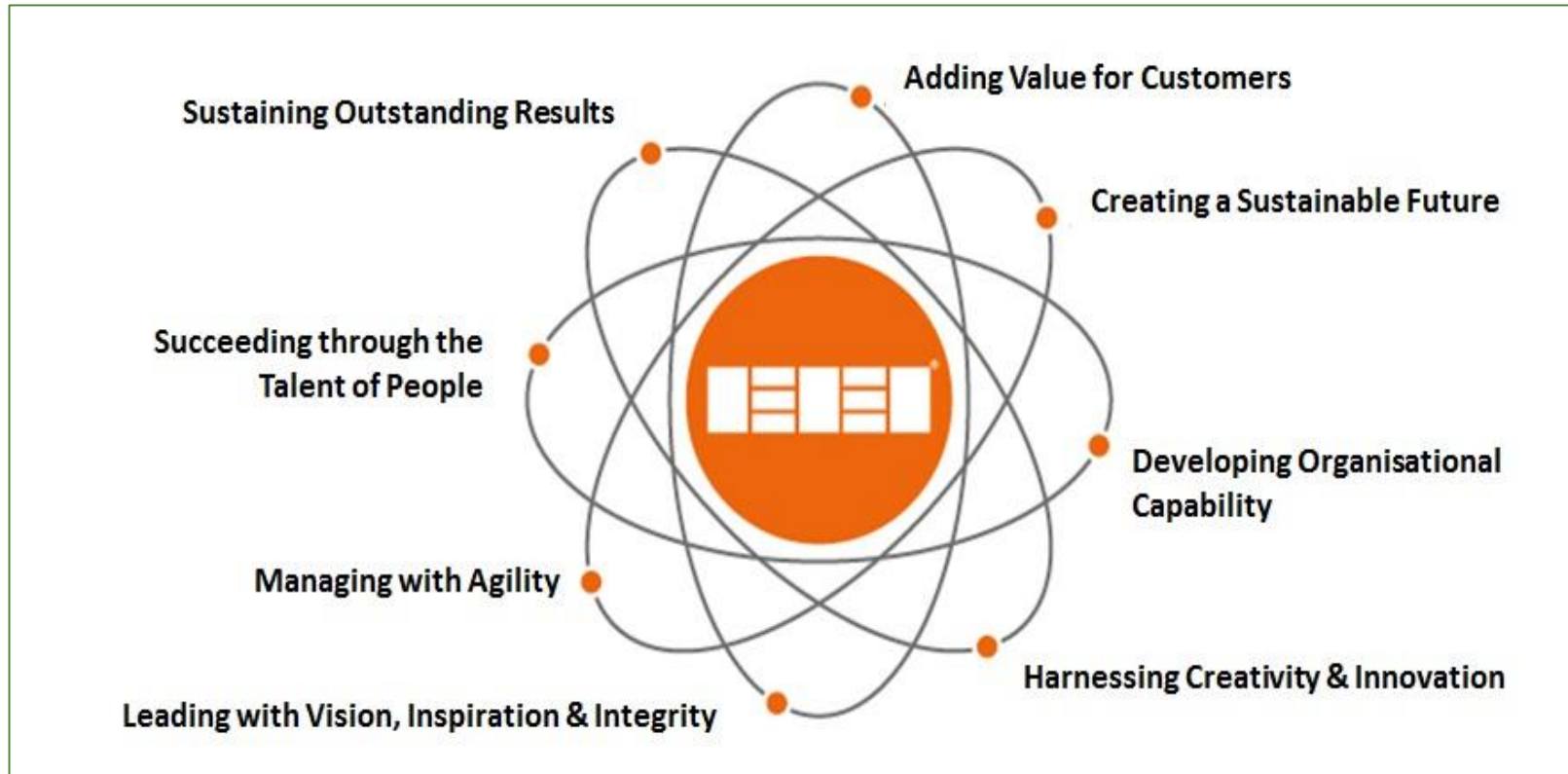
Excellence Model



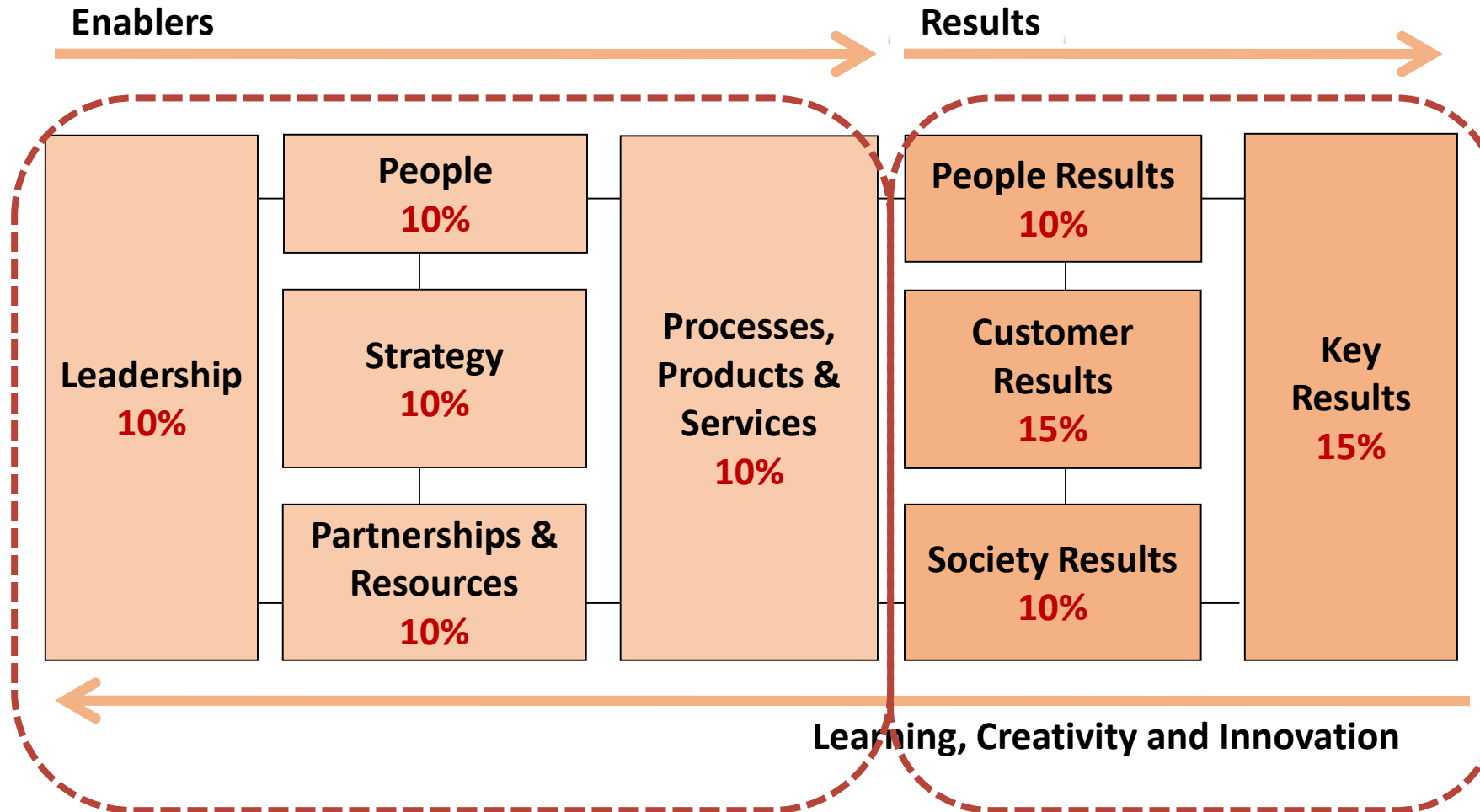
RADAR Logic



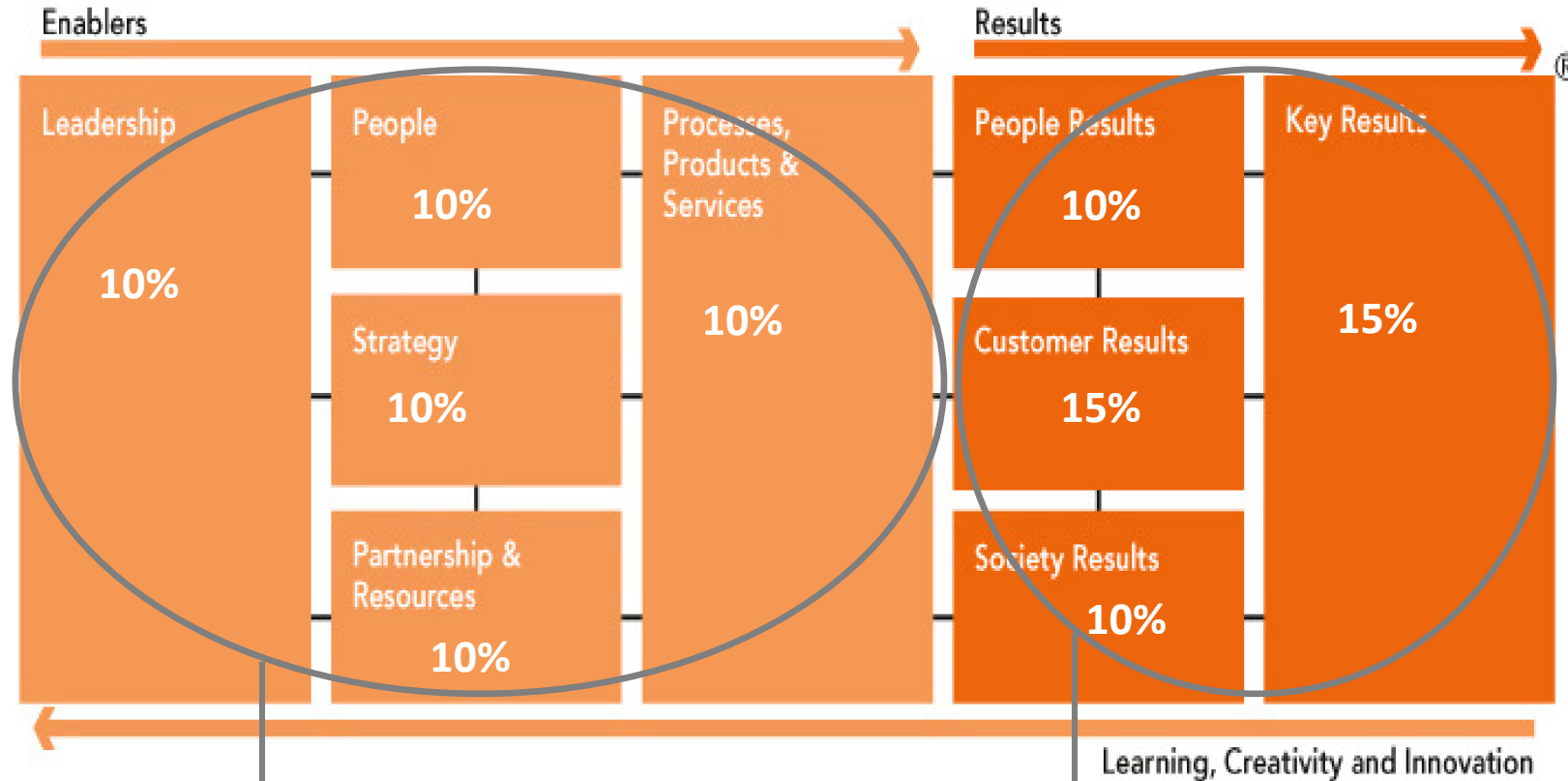
Fundamental Concepts



The Excellence Model



The Excellence Model



ACTION

Enablers



Performance Indicators

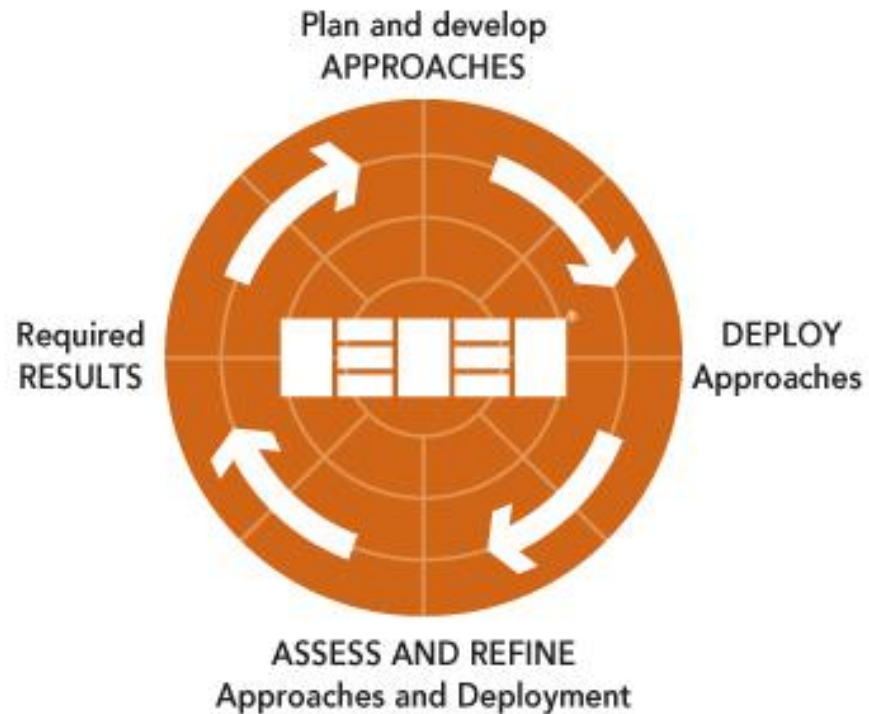
ACHIEVEMENT

Performance Outcomes/Perceptions



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The RADAR Logic



- Start with Vision/Mission
- → Clear Goals
- → Required Results
- → Strategy
- → Plans and Objectives
- → Approaches
- → Deployment
- → Assessment & Refinement
- → Required Results



The SKEA sectors



Manufacturing



Services



Trade



Tourism



Finance



Construction



Professional



Health



Education



Oil & Gas



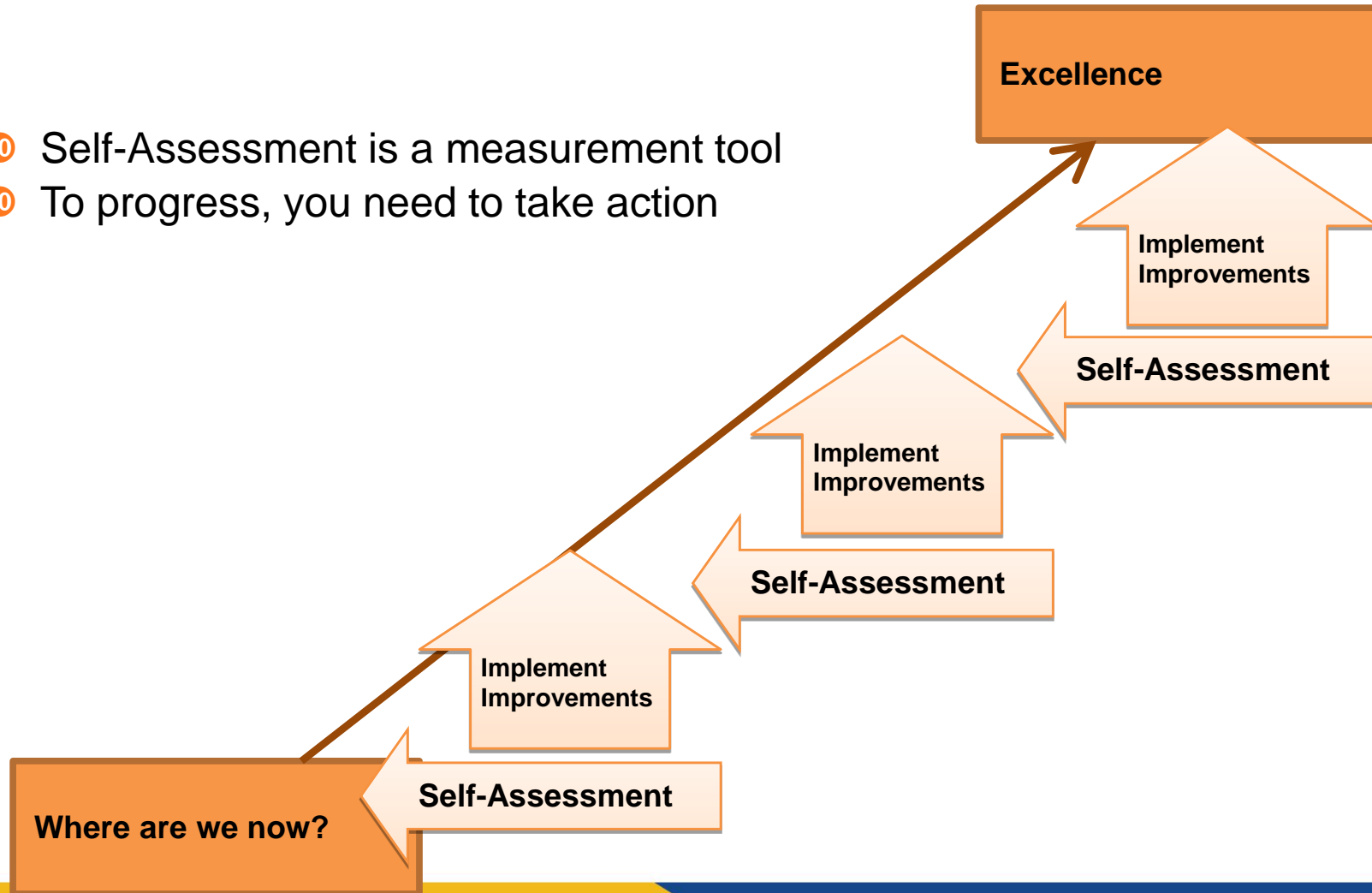
Voluntary Organizations



The Excellence Journey



- 10 Self-Assessment is a measurement tool
- 10 To progress, you need to take action



The SKEA **Recognition** categories:



SKEA **Diamond** Award Category



SKEA **Gold** Award Category



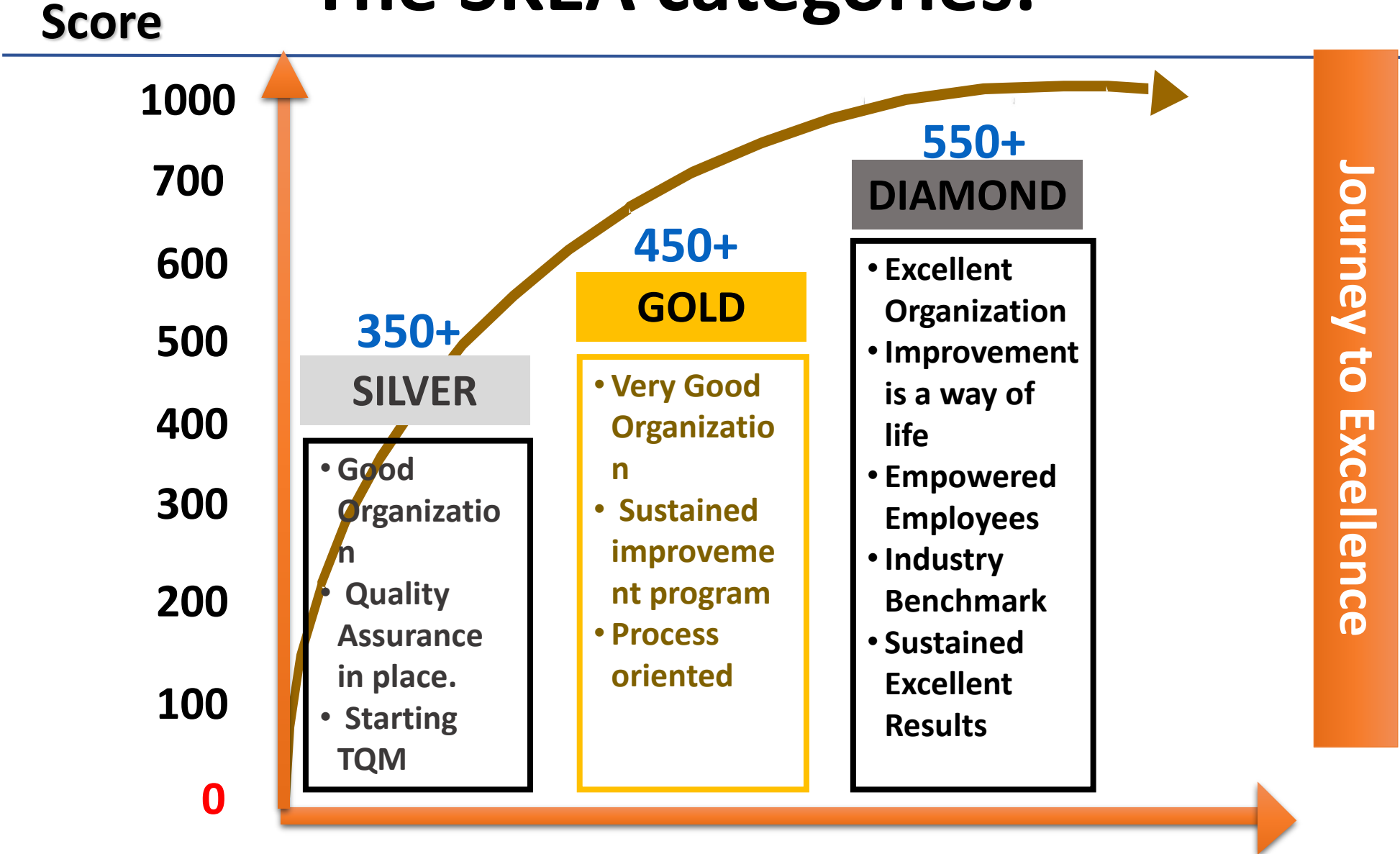
SKEA **Silver** Award Category



SKEA **Appreciation Certificate** Category



The SKEA categories:



Journey to Excellence



The Feedback Report:



Prepared by highly trained assessors



Provides Key Themes of the organization



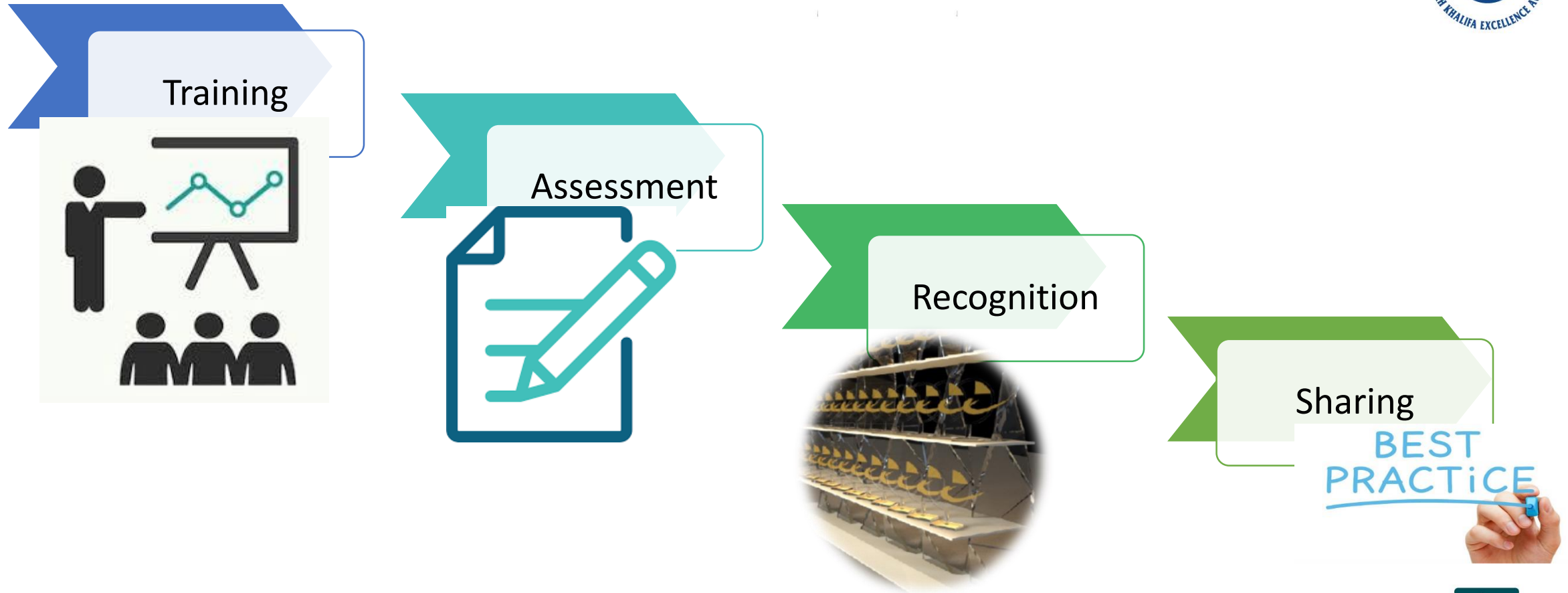
Provides Strengths, AFI and Score



Serves the basis for further improvement



How SKEA can Help you

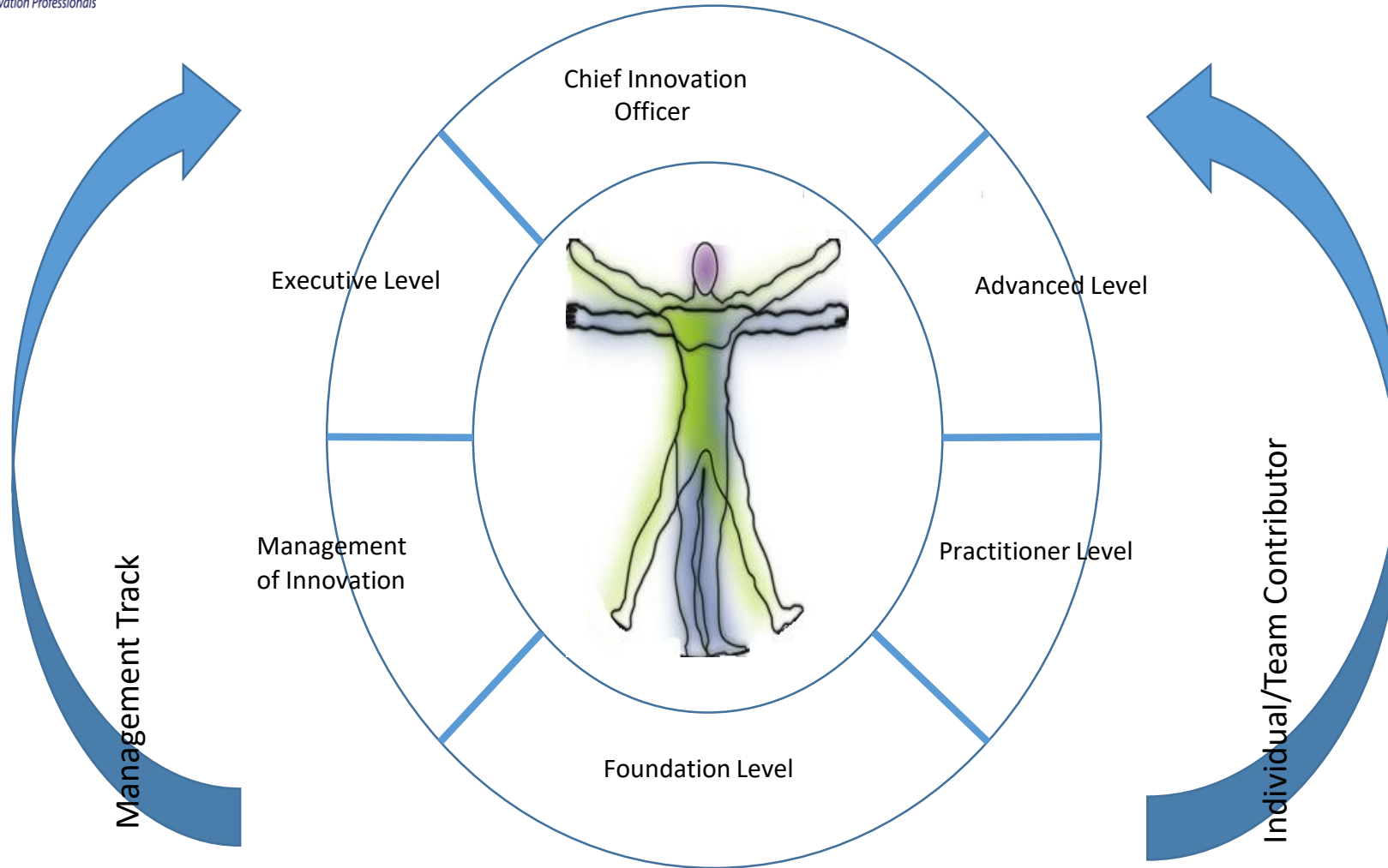


How SKEA can Help you



- EFQM Licensed Courses
 - QAT
 - EAT
 - IAT
 - L4E
 - J2E
 - BAT
- Recognition
 - C2E
 - R4E
- Public & In House Training, & Consultancy
- IAOIP -





WHO WE ARE . . .

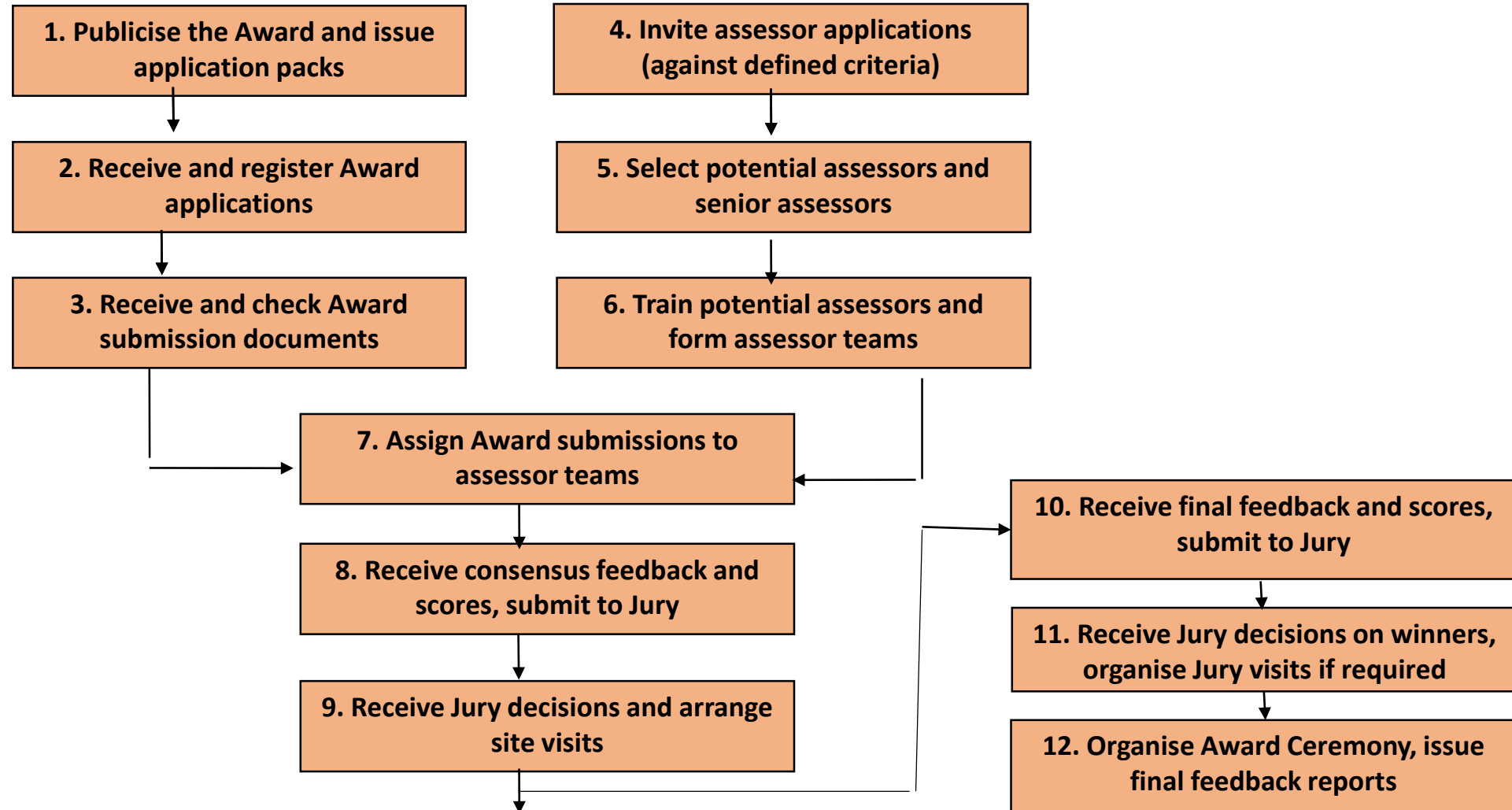
We Develop, Administer and Maintain an international program for the **certification** of Innovation Professionals



SKEA Office



SKEA Office Process



SKEA Schedule



31st October 2019

- **Registrations deadline:**

May to Dec 2019

First session 14 May 2019

- **SKEA Orientation Seminar**

May to Oct 2019

(2-day workshop)

First session 1-2 May 2019

- **Applicant's Workshops:**

**September to November
2019**

- **Assessor's Training:**

October 2019

- **Best Practice Conference – SKEA Winners**

25th November 2019

- **Applicant's Submission Deadline:**



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SKEA Schedule



Dec18-Jan 20, deadline to complete the Assessments is 31st Jan 20

- SKEA Assessments Schedule:

February 2020

- Jury Meeting

February 2020

- Higher Committee Meeting

26th or 27th February 2020

- Closing Ceremony:

April 2020

- Deadline for dispatching feedback reports

March 2020

- Assessors Recognition Ceremony:



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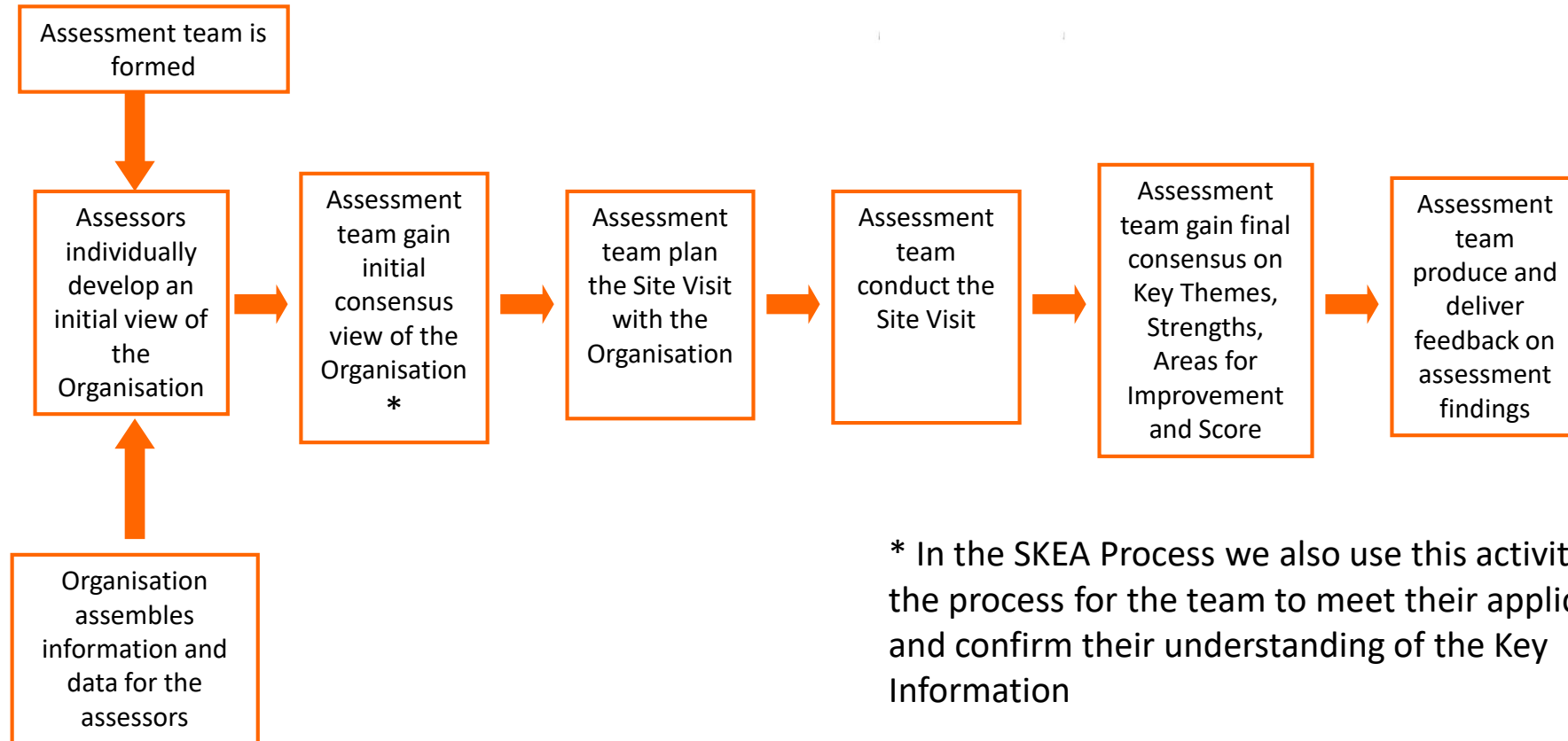
Thank You!

Please contact SKEA Office: 02-6177552, 6177472;
SKEA-AoE@adcci.gov.ae / info@skea.ae



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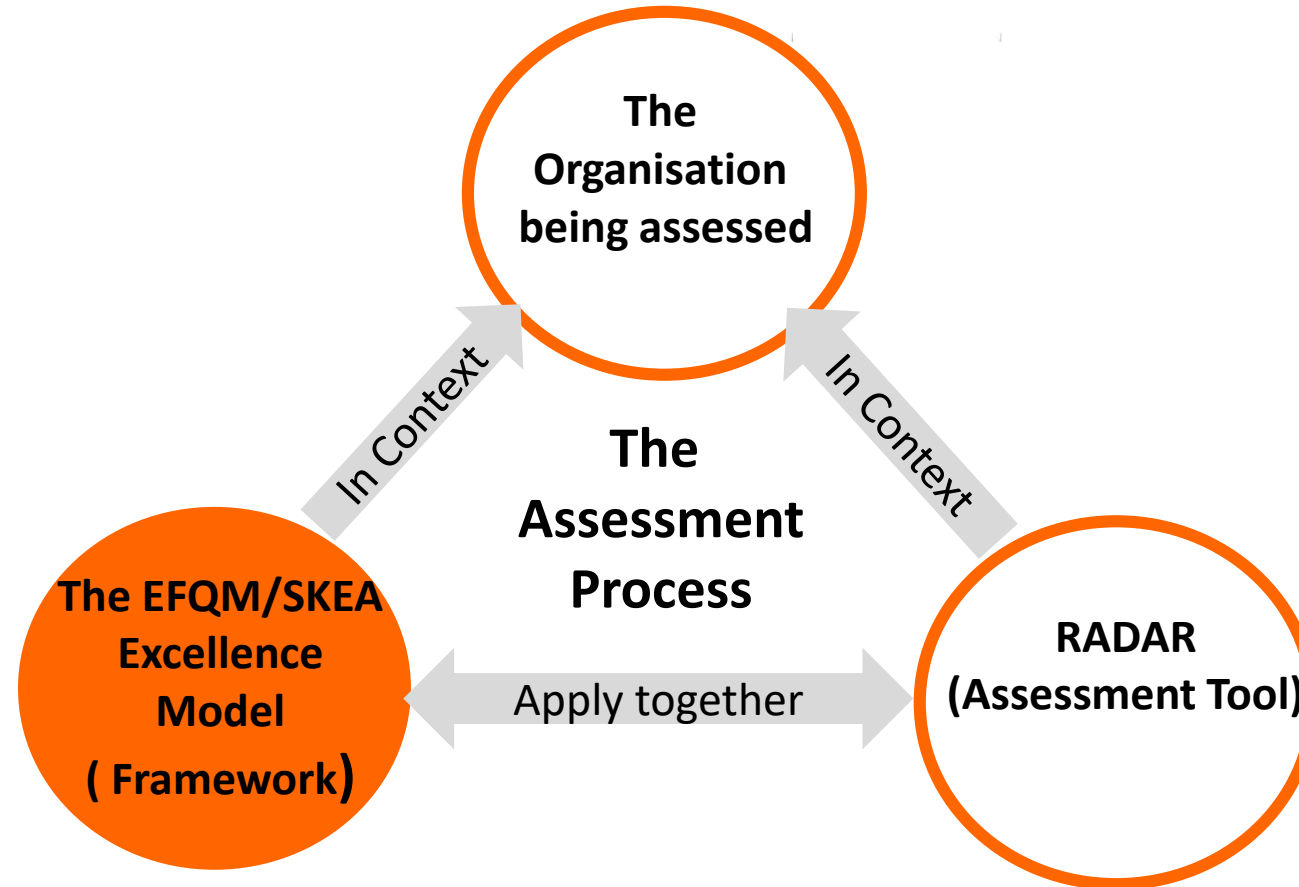
The Assessment Process



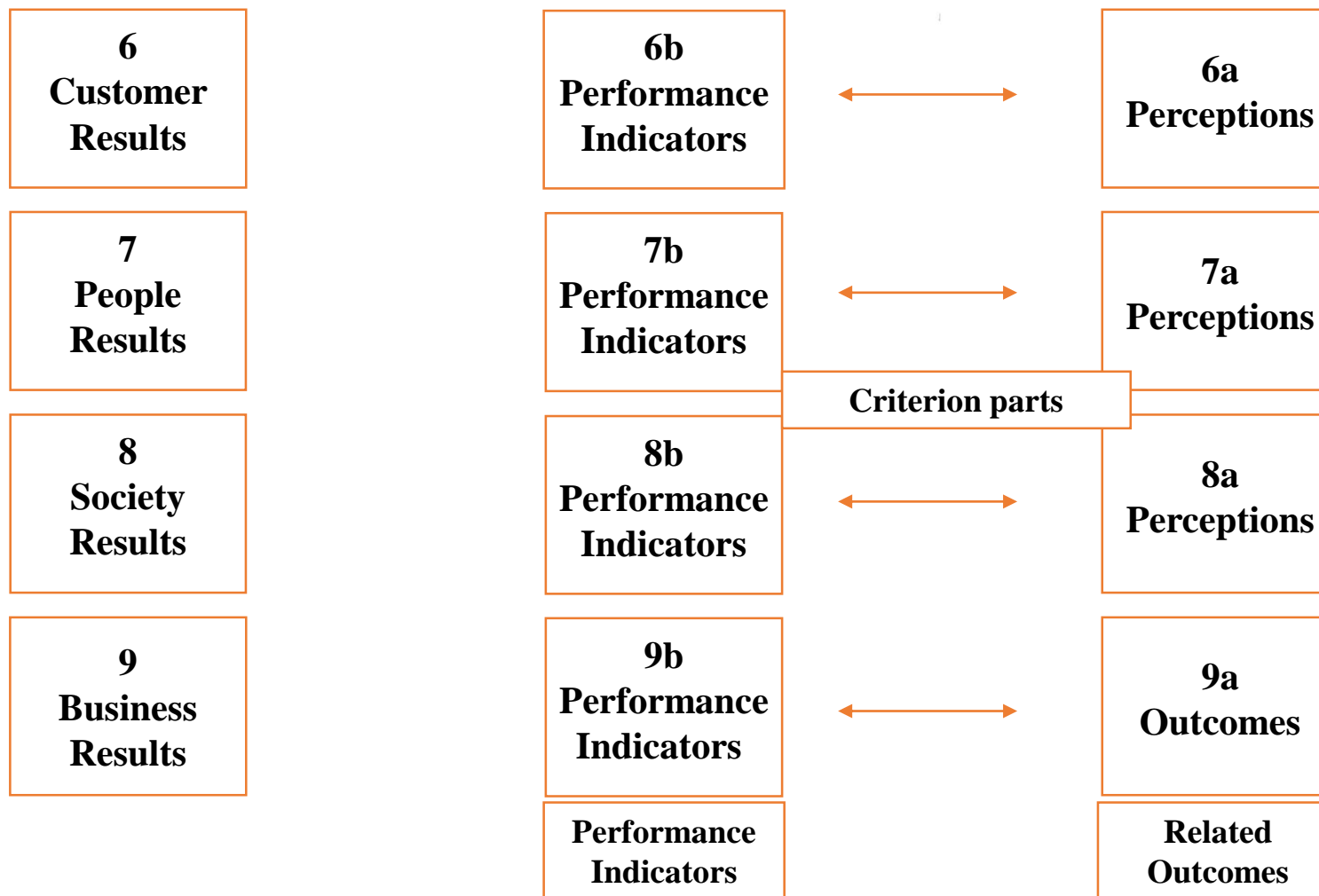
* In the SKEA Process we also use this activity in the process for the team to meet their applicant and confirm their understanding of the Key Information



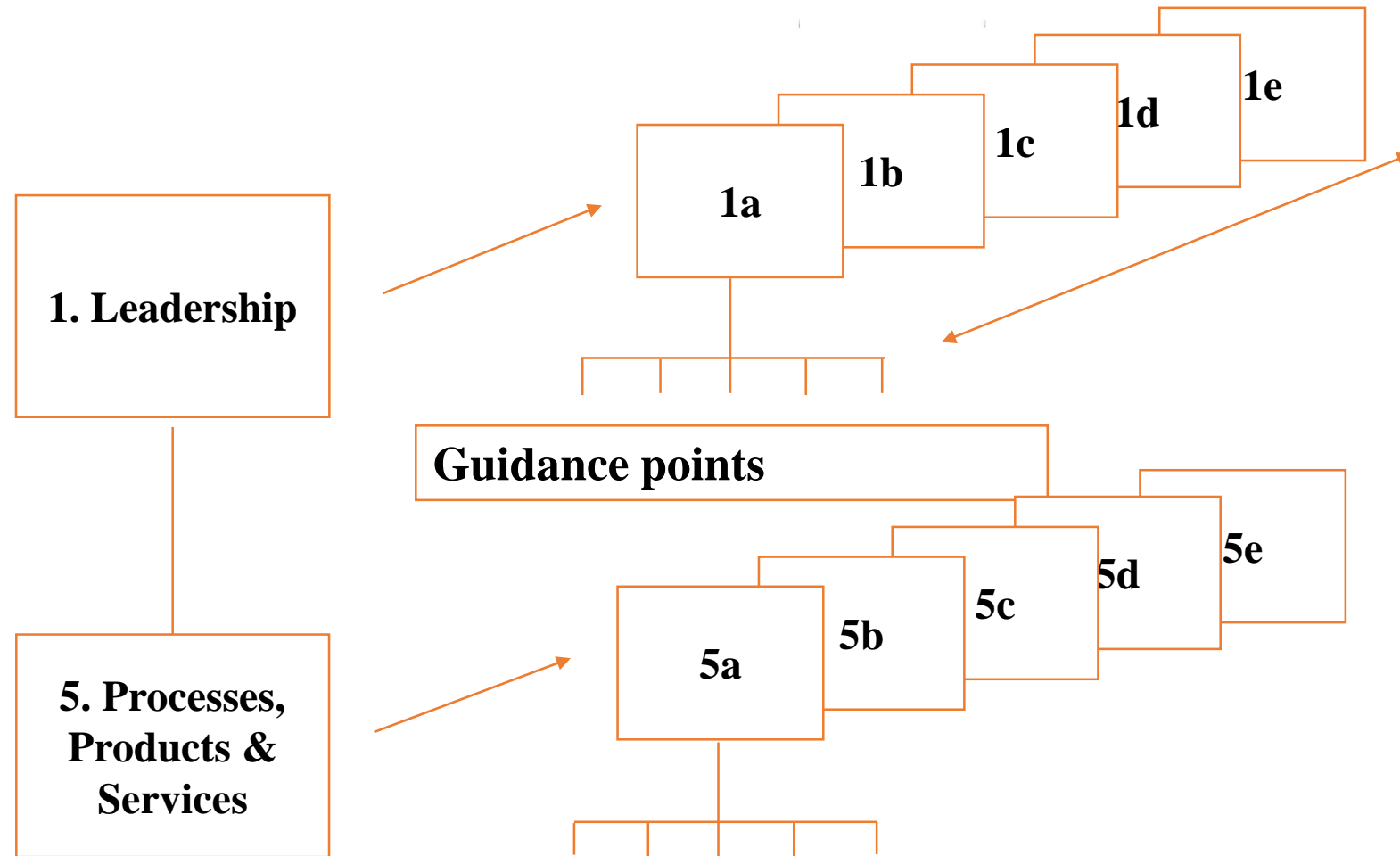
The EFQM Excellence Model



The Results Criteria



The Enablers Criteria



The Results Assessment Matrix



Relevance & Usability	Guidance	Unable to demonstrate	Limited ability to demonstrate	Able to demonstrate	Fully able to demonstrate	Recognised as Global Role Model
Scope & Relevance	A coherent set of results, including key results, are identified that demonstrate the performance of the organisation in terms of its strategy, objectives and the needs and expectations of the relevant stakeholders.					
Integrity	Results are timely, reliable & accurate.					
Segmentation	Results are appropriately segmented to provide meaningful insights.					
Performance	Guidance	Unable to demonstrate	Limited ability to demonstrate	Able to demonstrate	Fully able to demonstrate	Recognised as Global Role Model
Trends	Positive trends or sustained good performance over at least 3 years.					
Targets	Relevant targets are set and consistently achieved for the key results, in line with the strategic goals.					
Comparisons	Relevant external comparisons are made and are favourable for the key results, in line with the strategic goals.					
Confidence	There is confidence that performance levels will be sustained into the future, based on established cause & effect relationships.					
Scale		0%	25%	50%	75%	100%
Overall Score						



The Enablers Assessment Matrix



Approach	Guidance	Unable to demonstrate	Limited ability to demonstrate	Able to demonstrate	Fully able to demonstrate	Recognised as Global Role Model
Sound	The approaches have a clear rationale, based on the relevant stakeholder needs, and are process based.					
Integrated	The approaches support strategy and are linked to other relevant approaches.					
Deployment		Unable to demonstrate	Limited ability to demonstrate	Able to demonstrate	Fully able to demonstrate	Recognised as Global Role Model
Implemented	The approaches are implemented in relevant areas, in a timely manner.					
Structured	The execution is structured and enables flexibility and organisational agility.					
Assessment & Refinement		Unable to demonstrate	Limited ability to demonstrate	Able to demonstrate	Fully able to demonstrate	Recognised as Global Role Model
Measurement	The effectiveness & efficiency of the approaches and their deployment are appropriately measured.					
Learning & Creativity	Learning & creativity is used to generate opportunities for improvement or innovation.					
Improvement & Innovation	Outputs from measurement, learning & creativity are used to evaluate, prioritise & implement improvements & innovations.					
Scale		0%	25%	50%	75%	100%
Overall Score						





Creating SKEA Management Document



The Submission Document



Example Inputs

Strategy Plan

Process Model

Scorecard

1. Key Information:

- This summarizes the organization's operating environment, structure, stakeholders and strategic objectives (around 5-10 p).

2. Enabler Section:

- This describes the key approaches they have adopted to achieve the strategic objectives (around 15-20 p).

3. Results Section:

- This gives an overview of the key results the organization has achieved, showing how effectively they are progressing towards their strategic goals (around 10-15 p).

