

SKEA



Sheikh Khalifa Excellence Award

Prof. Hadi Mohammed El Tigani,

The three most important Strategic Objectives of SKEA since inception.



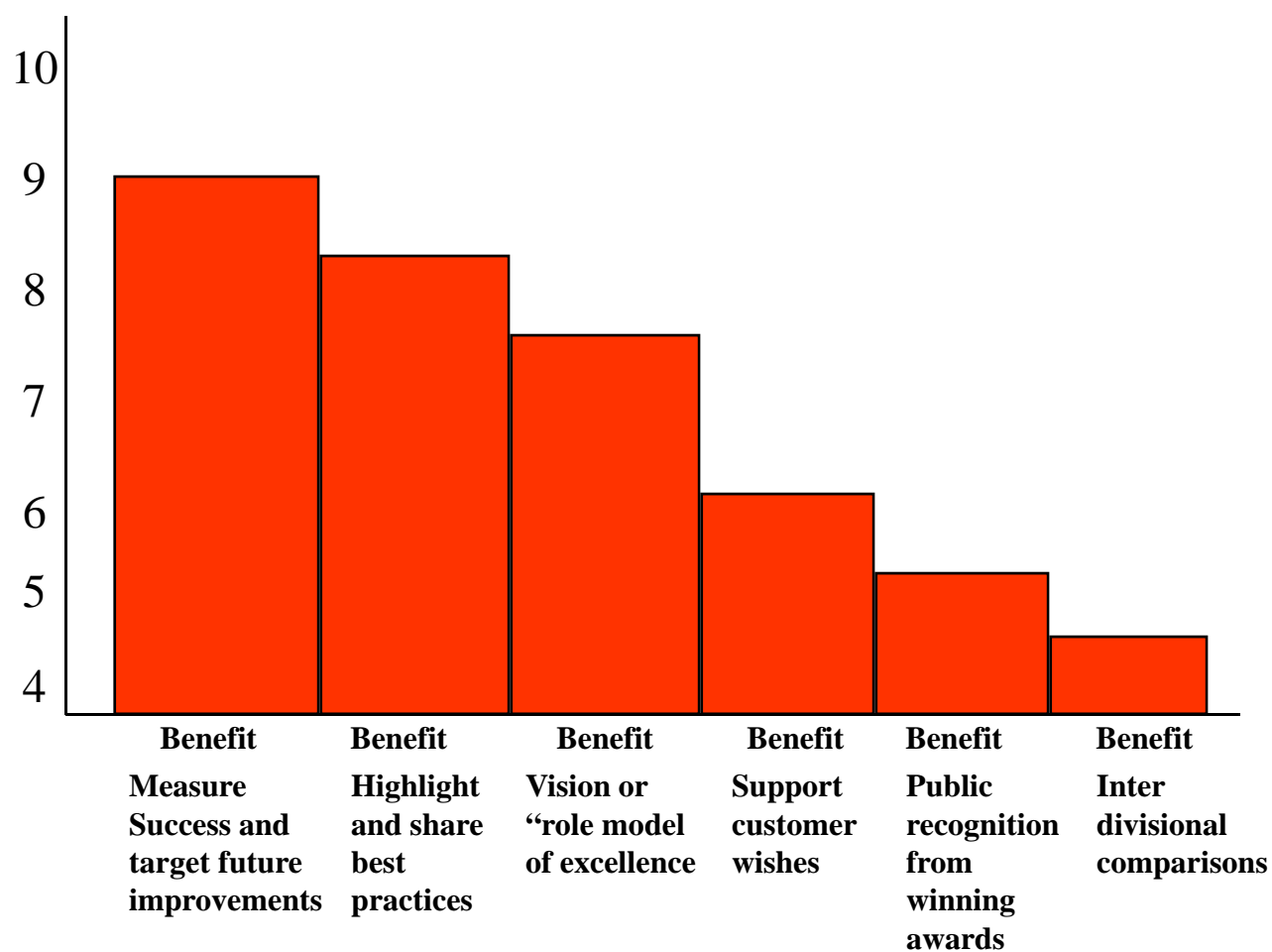
- **To help improve quality performance, practices and capabilities of individual companies.**
- **To facilitate, communicate and share the best practices amongst organization in various sectors.**
- **To serve as a working tool for managing performance, planning, training and assessment.**



**Why do People
Participate In
SKEA: A Recent
Survey among
applicants**



Diagram 1- Ranked Benefits by SKEA & other awards users





Other good reasons to be indicated by Award users:



There are many Reasons Why you should apply for the SKEA cycle now:

1. Greater understanding of how the organization really works:

- By going through the Award Model (looking in the mirror) one looks at every aspect of how the organization really works and what it achieves. In so doing, it “paints a picture” of the whole organization in a way that no other planning or improvement method is likely to do.

2. SKEA model can act as an overall framework for planning and improvement:

- The SKEA Model captures every aspect of the business activity, they serve as overall frameworks to which all planning and improvement activities can be related.



There are many Reasons Why you should apply for the SKEA cycle now:

3. Alignment of customer focus and Quality of management with business strategy:

- Some other improvement initiatives tend to look at customer service or management development as activities in their own right. However, Self Assessment using the SKEA Model ties these initiatives in the results that the organization is seeking to achieve, and ensure that these are property Directed.

4. Prioritization of Resources:

- Reviewing the whole organization puts all potential improvement activities into a common framework. Structured use of the SKEA model allows the organization to identify the improvement actions that will give the best return for the time, effort and other resources invested.



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5. Engendering Continuous Improvement:

- No organization works perfectly, and no matter how well it is doing, assessment against the SKEA model will always identify opportunities for it to improve still further. This reinforces one of the most fundamental principles of Excellence, that of continuous improvement.

6. Enabling Benchmarking both Internally and Externally:

- Benchmarking provides a key means of identifying improvement possibilities, and Assessment against the SKEA model will highlight areas in which Benchmarking opportunities might be sought, based on the criteria and sub-criteria within the models..



There are many Reasons Why you should apply for the SKEA cycle now:

7. Sharing of Best Practice:

- Even where the organization Does not go as far as formal Benchmarking, involving people in going through the SKEA assessment process encourages sharing of ideas and will promote the spread of best practice across different parts of the organization.

8. A Score for the organization's Performance:

- Although scoring is not the primary purpose of the SKEA assessment process, it may nevertheless be useful to establish the organization's overall score against the 1000 point range; i.e. [Journey to Excellence](#).
- An initial score provides a marker against which progress can be measured in further months and years.



There are many Reasons Why you should apply for the SKEA cycle now:

9. Guidelines on Preferred Behaviours:

- The SKEA model assesses how well the organization puts into practice the principles of Excellence. Particularly in the areas of Leadership, People / HR, this can generate guidelines on the types of behaviours likely to encourage and motivate the organization's employees.

10. Performance measurement: The ability to measure what really the organization does,

- Some performance measures are obvious, such as those relating to sales, profit or market-share. The SKEA model implementation not only brings all of these results together, but also allows organizations to assess its Enablers and hence gives an insight into what is it likely to achieve in the future.



There are many Reasons Why you should apply for the SKEA cycle now:

11. Identifying Strengths & Areas for Improvement Leading to Focused Action Plans :

- Proper recognition of results achieved is an important element of Quality management.
- The Feedback report received as a result of the SKEA assessment is the true Award for all participants. Highlighting Strengths & Areas for improvement providing a key input into further planning of the organization.

SKEA



The Award

ADC's efforts in the development of Quality & Excellence Infrastructure in Abu Dhabi



- **Sheikh Khalifa Excellence Award 1999**
- **Abu Dhabi Quality Forum - 2001**
- **Emirates Quality Association – 2005**
- **Abu Dhabi Government Excellence Award 2006-2007**
- **Abu Dhabi International Centre for Excellence 2008**

New Recognitions Levels of Excellence on SKEA



- **Sheikh Khalifa Excellence Award – Diamond level**
- **Sheikh Khalifa Excellence Award – Gold Category**
- **Sheikh Khalifa Excellence Award – Silver Category**
- **Sheikh Khalifa Excellence Award - Appreciation Certificate**

New Applicants' Sectors of SKEA



- Manufacturing
- Services
- Trade
- Tourism
- Finance
- Construction
- Professional
- **Health + a New Emiratization Category with HAAD**
- Education
- Oil & Gas
- Voluntary Organizations
- Government Departments in other emirates

New Categories of Achievement Awards of SKEA



- Excellence in **Leadership** Achievement Award
- Excellence in **Institutional Capacity** Achievement Award
- **Customer Service** Excellence Achievement Award
- **Society Services, and Sustainability** Achievement Award

Development of the **SKEA model Criteria** to be fully aligned with the new **EFQM Excellence Model**



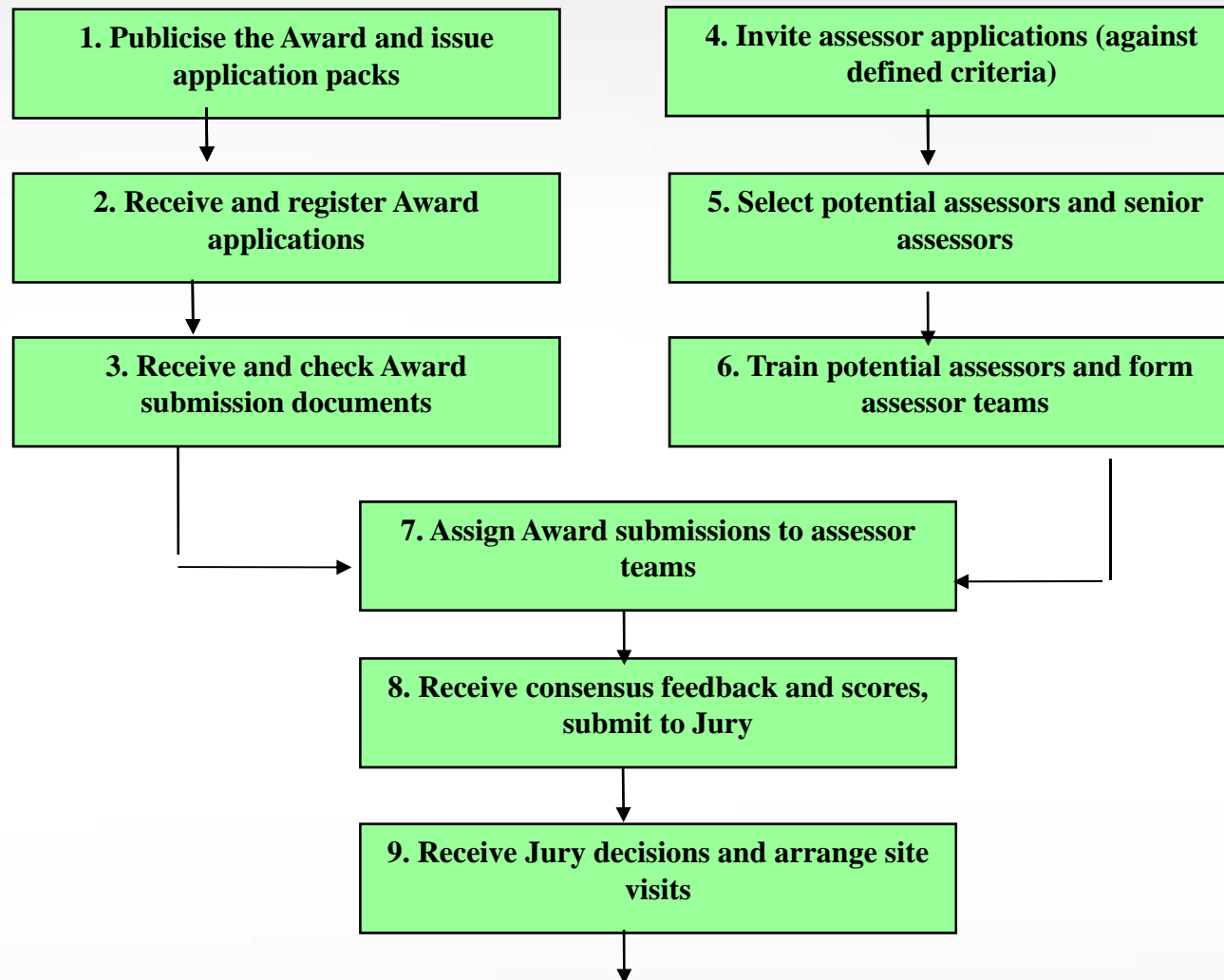
- Alignment of all criteria, weights and sub-criteria with the international best practice models of Excellence
- More focus on the site visits and less so on the submission documents
- Development of the RADAR methodology to include the recent changes adopted by the EFQM
- Retraining of SKEA Assessors on all these new changes

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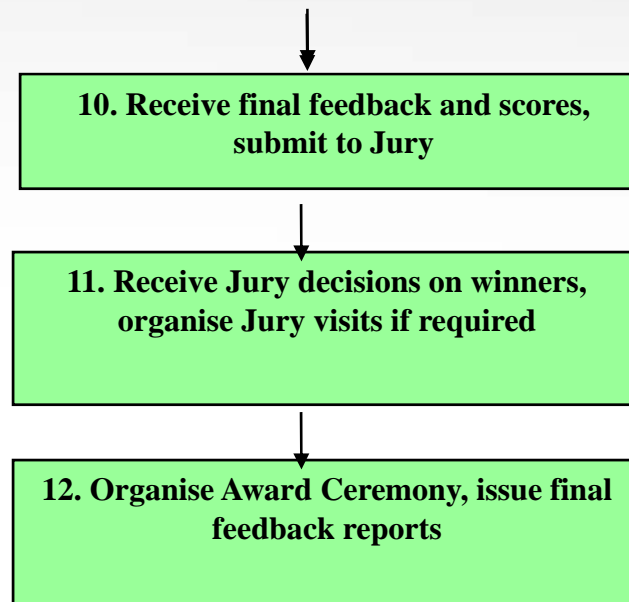


SKEA Office Processes

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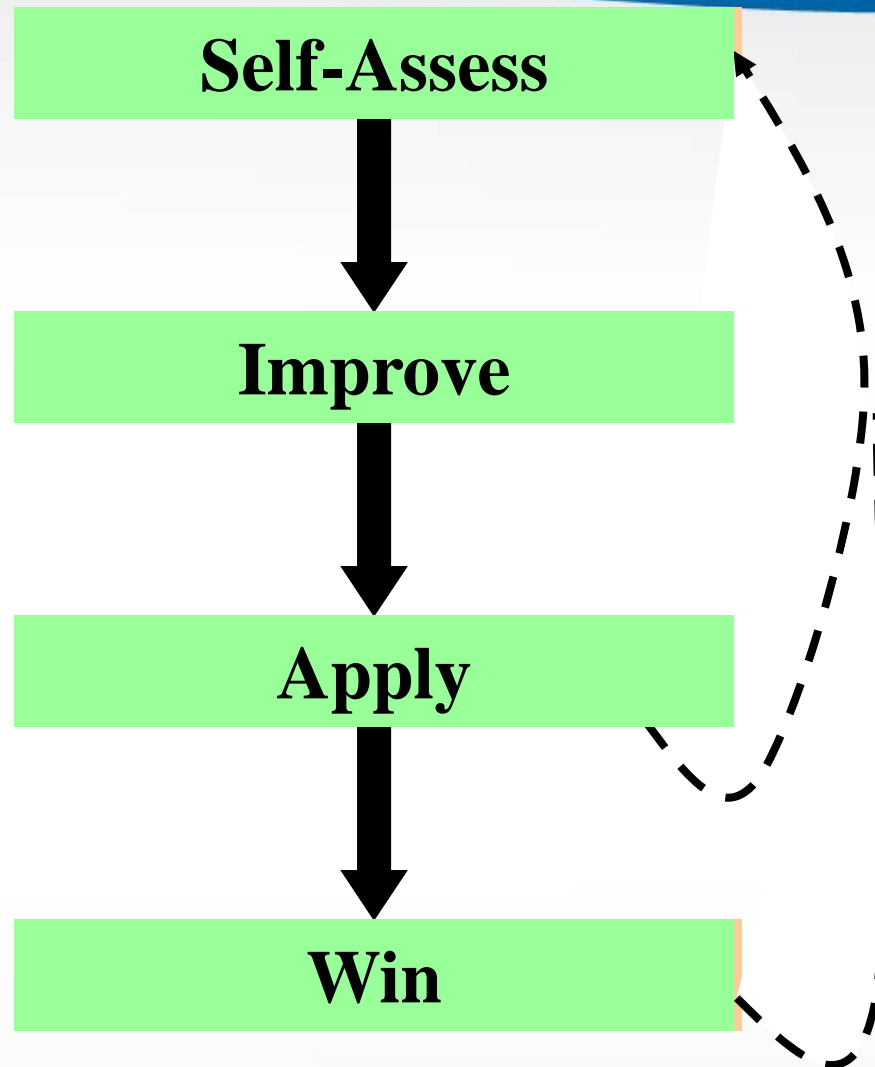
Self-Assessment is a Key Part of Applying



To win the Award

- Need to understand the criteria
- Need to understand your own organisation
- Probably, also need to improve

Self-Assessment is a Key Part of Applying



SKEA



Notable Achievements

Notable Achievements



- Selection and Approval of the Sheikh Khalifa Excellence Award Program as **“ The National Partner and Distributor of the EFQM (European Foundation for Quality Management) in the UAE. Subsequently become the EFQM’s representative**
- Launching of the first regional centre for distribution of all EFQM products and services in the UAE and the Middle East in Arabic

New Role of SKEA in the Region



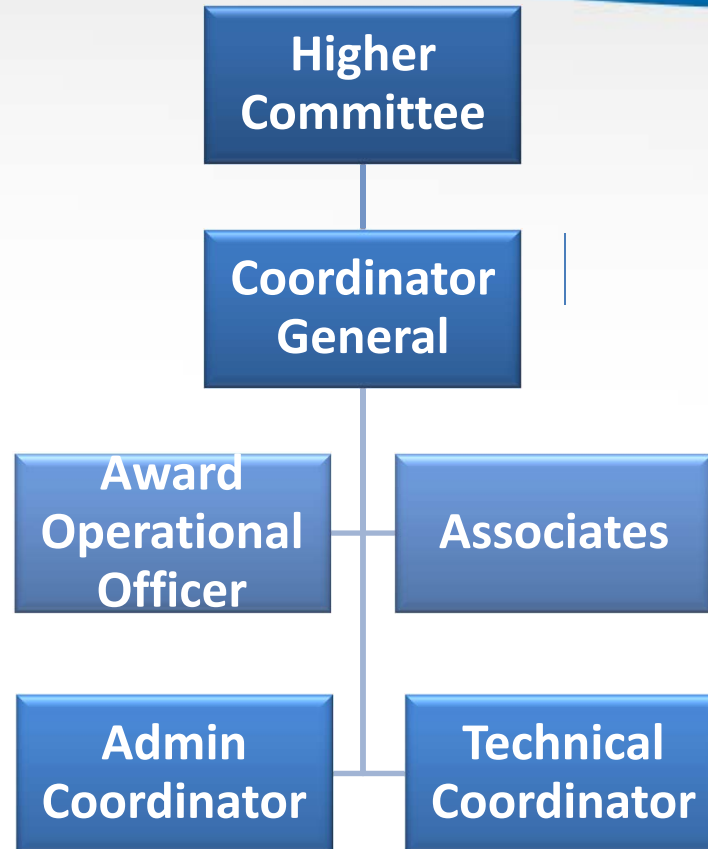
- SKEA Coordinated translation of the Model into Arabic for EFQM across the Arab region
- SKEA Coordinating translation of all EFQM courses into Arabic, in partnership with all regional EFQM Partners & licensed trainers

SKEA



SKEA Office

Organizational Chart



SKEA



Thank You