

Leadership Mandate for Excellence



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WORLD
QUALITY
— MONTH —

Agenda

- ☐ Leadership in Excellence Models
- ☐ High Performing Teams
- ☐ Role of Leaders
- ☐ People Make The Culture



WORLD
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“Good business leaders create a vision, articulate the vision, passionately own the vision, and relentlessly drive it to completion.”

-Jack Welch



**“Improving Quality
requires a culture
change, not just a new
diet.”**

-Phil Crosby

- 1. Scope
- 2. Normative references
- 3. Terms and definitions
- 4. Context of the organization
- 5. Leadership
- 6. Planning
- 7. Support
- 8. Operation
- 9. Performance evaluation
- 10. Improvement



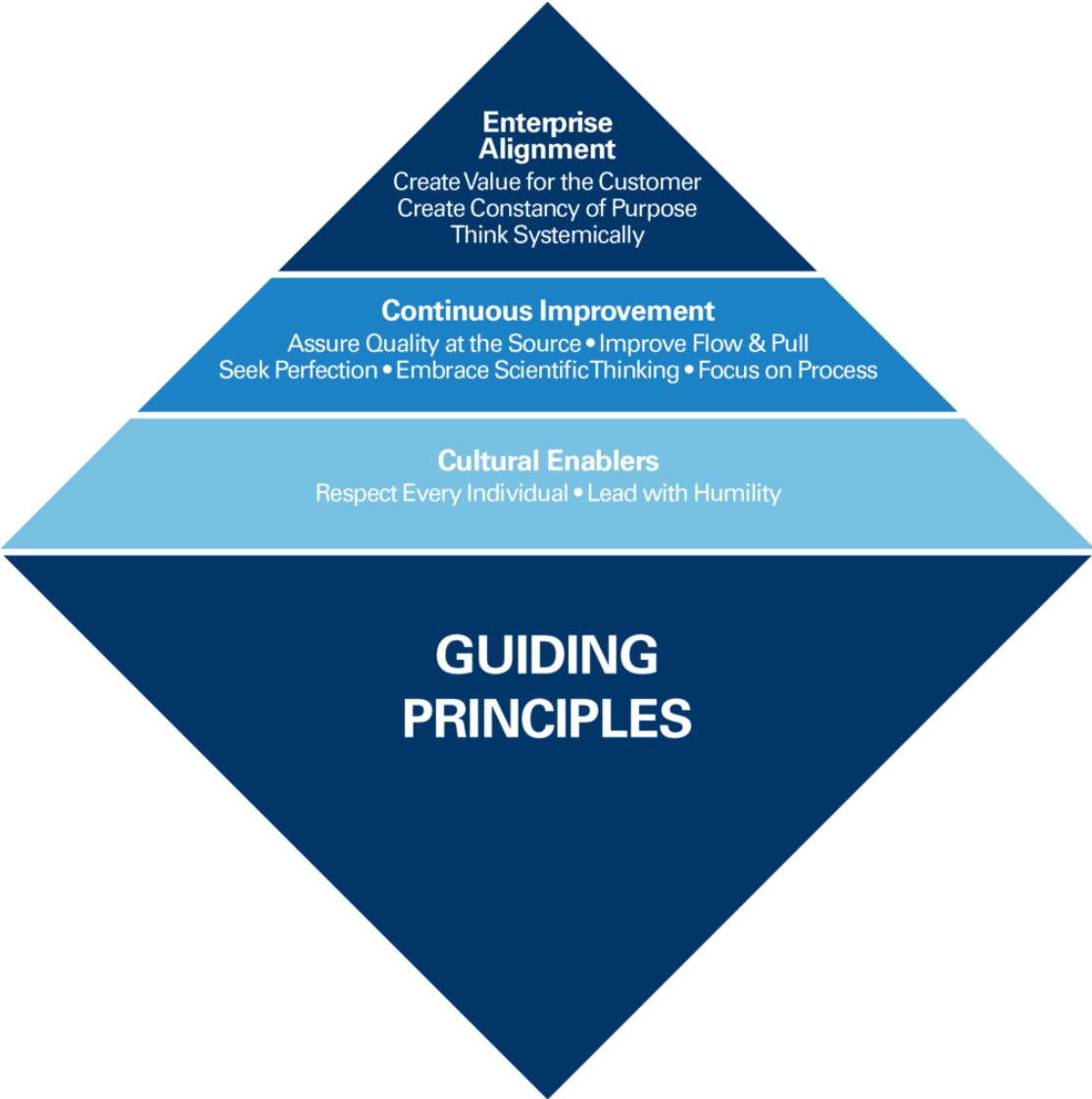
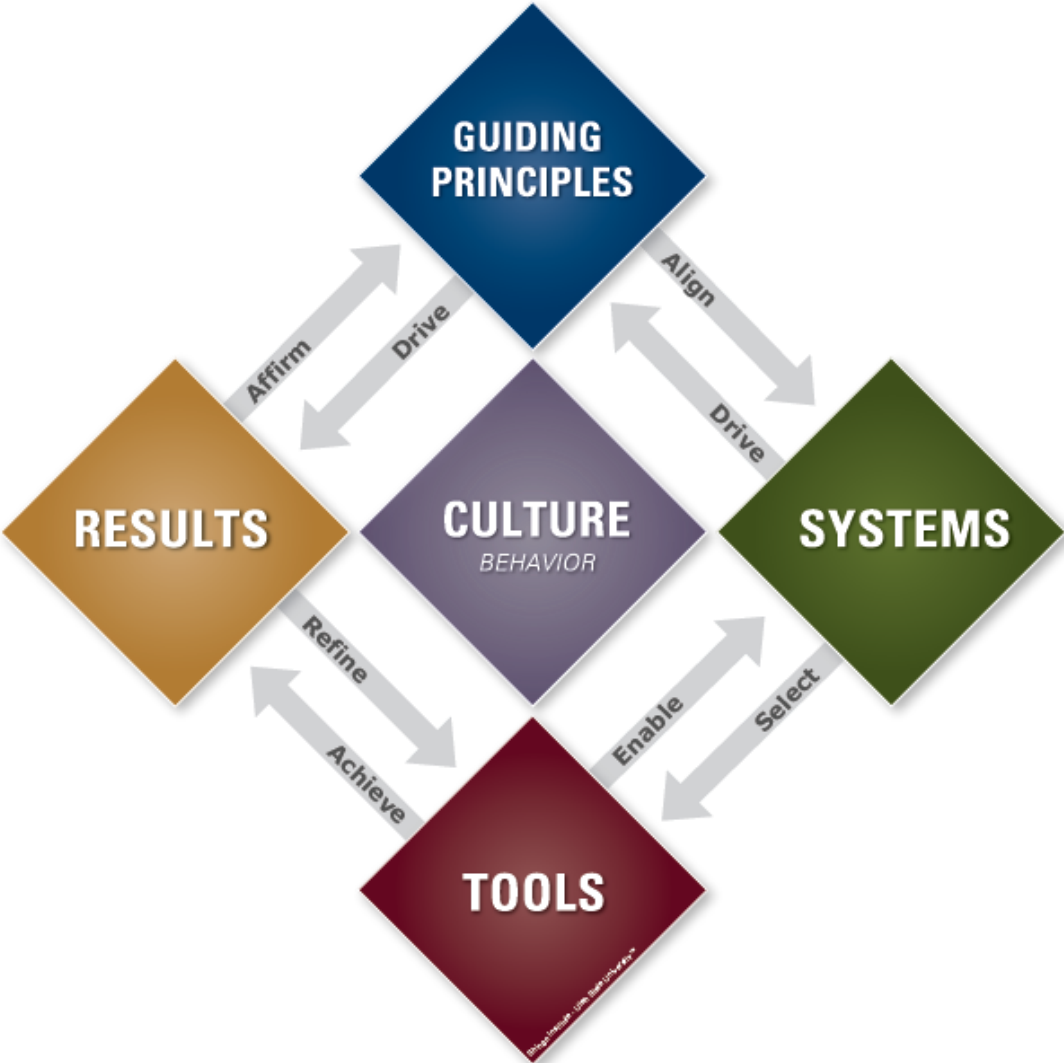
Principle 2: Leadership

- ☐ Unity of purpose and direction of the organization.
- ☐ Create and maintain an enabling internal environment.

EFQM Model



Shingo Model



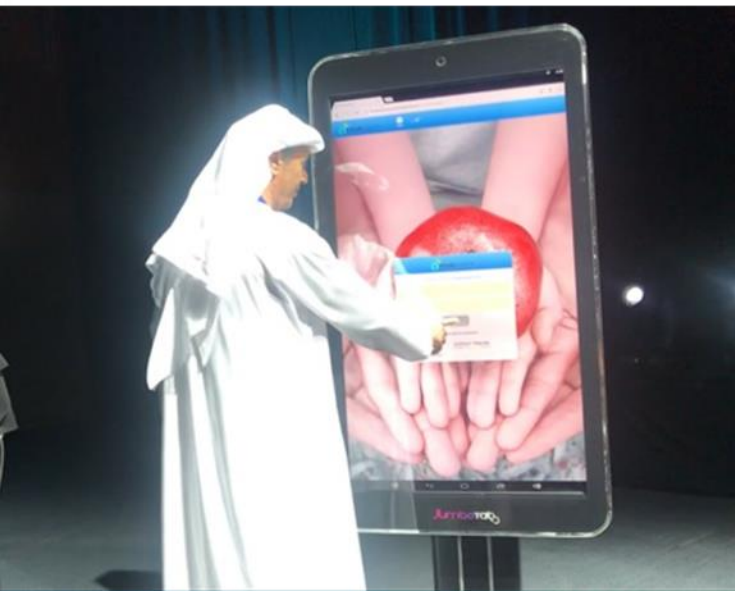
UAE Government Excellence Program

- ❑ Jordan Adopts UAE's Fourth Generation of Government Excellence in Nov 2017
- ❑ Egypt Adopts UAE's Fourth Generation of Government Excellence in Jul 2018



Nov 2017

UAE Government Excellence Model obtains international accreditation





<https://www.khaleejtimes.com/uae/uae-to-host-global-climate-summit-cop-28-in-2023>

HOME / UAE

UAE to host global climate summit COP 28 in 2023

Nation calls for bolder 'anticipatory action' to tackle global environmental challenges





Engaged

Diverse

High Performing

HiPo Teams Construction

- 
- 1- Supportive Environment
 - 2- A Compelling Direction
 - 3- Diversity of composition
 - 4- Effective practices
 - 5- Psychological Safety



Source: Building the peloton. High-performance team-building in the future of work. Deloitte Insights- Jul 2020.

Peloton Model of Social Performance



“A good objective of leadership is to help those who are doing poorly to do well and to help those who are doing well to do even better.”

- Jim Rohn

Team's Direction

To be most effective a team's direction should be:

- ☐ Clear
- ☐ Challenging
- ☐ Achievable
- ☐ Consequential
- ☐ Engaging

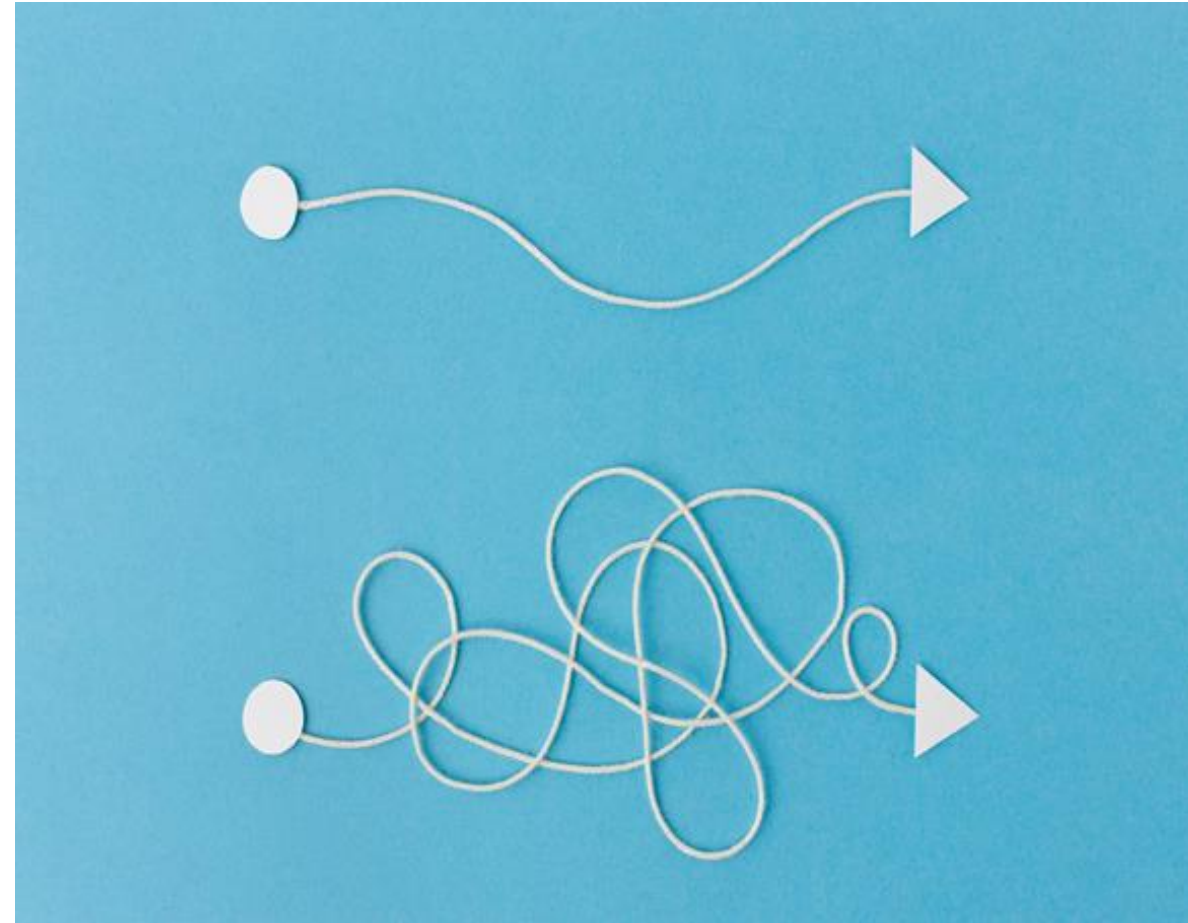
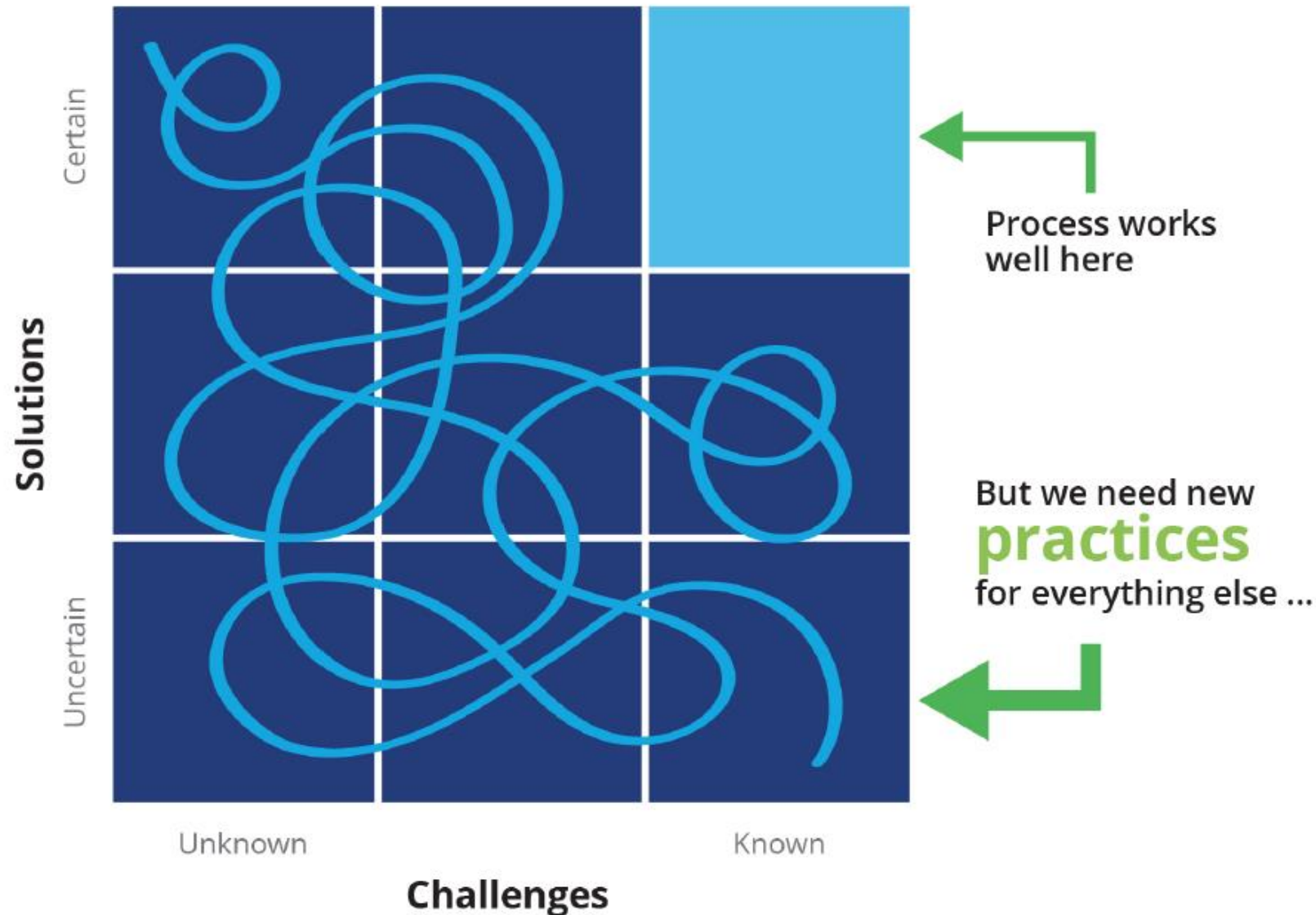


FIGURE 3

Where processes and practices work



“The pessimist complains about the wing. The optimist expects it to change. The leader adjusts the sails.”

- John Maxwell

The Leader Role

Business

- ❑ Develop mission and vision;
- ❑ Stimulate and encourage collaboration with other organizations;
- ❑ Provide necessary resources to improve internal and external processes, the environment and positively contribute to society;
- ❑ Customer-centricity.

Results

- ❑ Create a cohesive system for overseeing processes and ensuring their implementation;
- ❑ Establish a system to measure, review, and improve key results;



The Leader Role

People & Culture

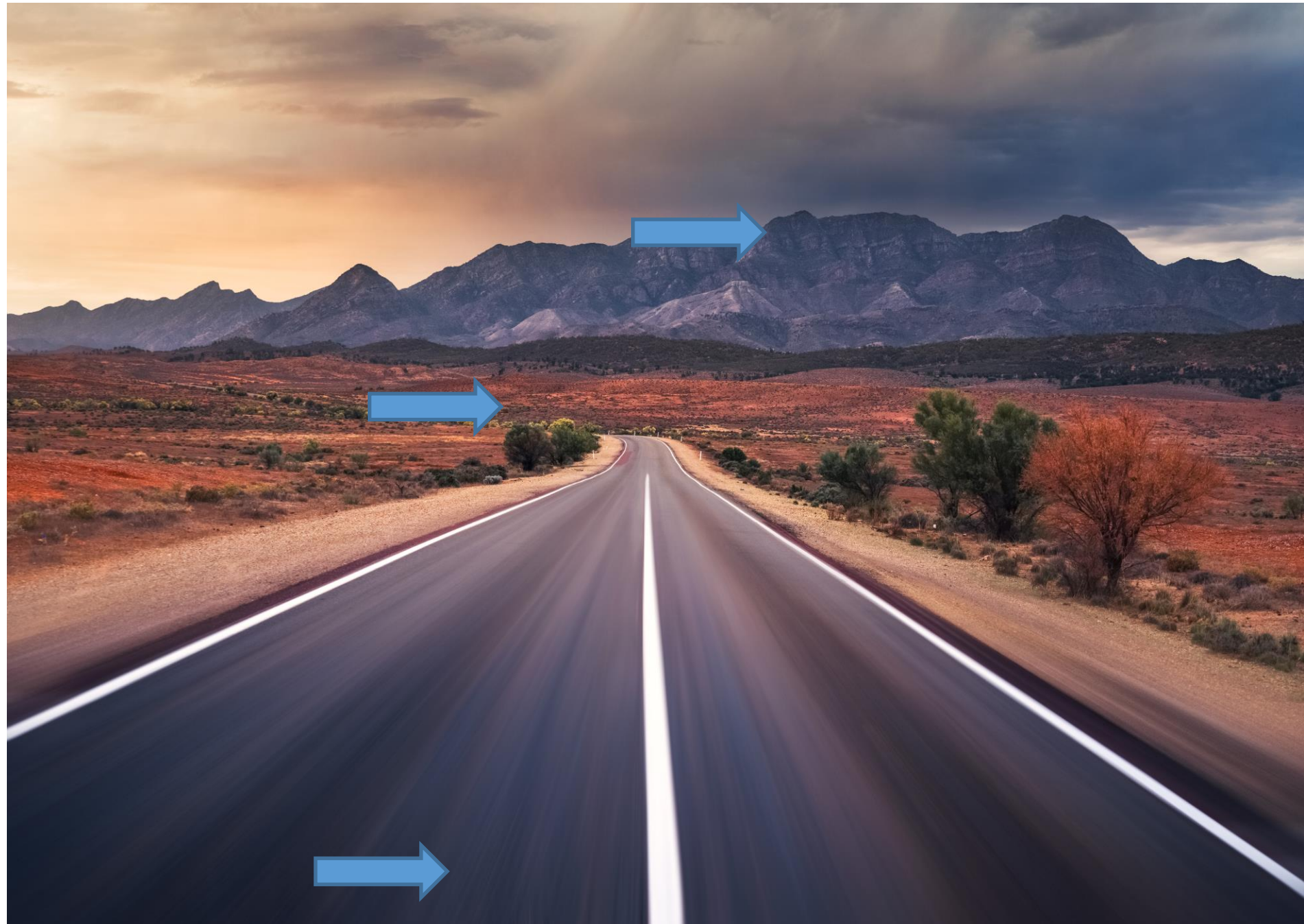
- ❑ Bring together the necessary tools, information and resources for the team to get the job done, facilitate group efforts;
- ❑ Human-centricity;
- ❑ Culture of Excellence.

Role Model

- ❑ Role modeling ethics to support the development of organizational culture;
- ❑ Personally engage in the communication process.



Your journey...





People Make The Culture

- ☐ Leadership
- ☐ Governance
- ☐ Planning
- ☐ Customers
- ☐ Employees
- ☐ Work Processes
- ☐ Suppliers & Partners
- ☐ Resources
- ☐ Continuous Improvement

People Make The Culture



**Actions
&
Behaviors**

People Make The Culture

- ❑ The “Why”
- ❑ The Direction
- ❑ The Values and Principles
- ❑ The Roles
- ❑ The Expectations
- ❑ The Accountability

Aligned People
Enacted Culture

The Golden Circle



-Simon Sinek



Thank you!

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