JOURNEY TO BUSINESS EXCELLENCE

PEOPLE	OPERATIONAL REVIEW	BUSINESS EXCELLENCE	CONTINUOUS IMPROVEMENT	
1 ENABLEMENT	**2 PROCESS**	**3 OPTIMISATION**	**4 REFLECT AND REVIEW**	
OBJECTIVE Prepare your team for transformation • Enabling your people • Review • Strategy	• Review current state • Identify desired outcome • Identify gaps	• Improving customer outcomes • Optimising efficiency • Increasing productivity	As your culture evolves, constantly review for areas of improvement	CONTINUOUS IMPROVEMENT AND UPSKILLING
TRAINING • Quality Management System Foundation • Psychological Health and Safety at Work ISO 45003:2021 • ISO/IEC 42001:2023 Artificial Intelligence Foundation • Lead & Communicate with Influence • ISO/IEC 27001:2022 Foundation	• Process mapping • Root Cause Analysis • Risk Management Foundation • Implementing Enterprise Risk Management • Implementing a Quality Management System	• Lean Six Sigma Green Belt • Lead & Communicate with Influence • Lead and Develop Critical Thinking Teams • Integrated Governance, Risk Management, and Compliance	• Internal Auditor Training • Lead Auditor in Quality Management System • BSB50920 Diploma of Quality Auditing • BSB50420 Diploma of Leadership and Management	