

Visit & Learn about Canadian Best Practices

1st Canada Study Mission- 25 to 30 September, 2016

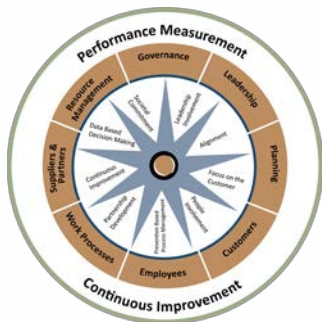
Vancouver, British Columbia, Canada

Connecting people, knowledge, best practice tools, techniques, and models through site visits and workshops. Experience and discuss what works well, what does not, and how to improve.

TENTATIVE PROGRAM

Self-Assessment:

Organizational Excellence Specialists, self-assess your organization against the Organizational Excellence Framework (OEF) to identify strengths and opportunities for improvement and learn how to address gaps over the study mission. Pre-assessment available.



The OEF integrates leading global excellence models and provides implementation guidelines for the user. The assessment tool identifies strengths and opportunities for improvement and generates an action-oriented improvement plan to address gaps.

Site visits:

Delta Vancouver Suites, Awarded Best Workplace, Hotel of the Year, 1st Health and Safety Certified Organisation in British Columbia

Association of Professional Engineers and Geoscientists, 2013 Association Cornerstone of Excellence Award in the New Program Category from the Canadian Society of Association Executives (BC) in recognition of innovative and unique association programs with proven success

Urban Systems consultancy, integration of quality, occupational health and safety and project leadership systems, change management, flat structure

Staples Advantage, business product retailer - LEAN Six Sigma, LEAP employee engagement, continuous improvement culture

Real Estate Board of Greater Vancouver, Canada Awards for Excellence recipient, sustained excellence journey for over a decade

Granville Island, mystery shopping experience with waterfront restaurants, theatres, galleries, studios, unique shops, fresh food market, debrief over a meal

Workshop Day, covering OEF and sharing of similar systems and best practices from across Asia/Pacific, Europe and the United Kingdom including Customer Service Standards, learnings from the 2015 First European Public Sector Performance Study Mission, global benchmarking for learning and improvement and the 9 Pillars of Best Practices for making Business Excellence Work for innovative outcomes, networking with like minded practitioners

More detailed descriptions of site visits [HERE](#)



BCS MANAGEMENT SERVICES

Organizational Excellence Specialists



Benchmarking Partnerships



Networking Exchange:

- Practitioners with high performing organisations
- Facilitated capture and sharing of lessons learned
- Idea generation and action planning in small groups

Social:

- Limited to delegates attending full program
- Pre-Tour briefing and ice breaker dinner
- Luxury motorcoach tour of Vancouver's historic and cultural attractions [HERE](#)

Who Should Attend:

- Leaders, managers and teams
- Government, business, non-profit associations
- Business excellence associations
- Limited to 30 delegates – book early

Benefits for Delegates:

- Learn about best practices
- Self-assess against the OEF and focus your learning needs to address gaps
- Network formally and informally with delegates on the tour and representatives from host organisations
- Best practices from British Columbia organisations on leadership, cultural change, human resources, customer centricity, performance measurement, innovation and capacity building
- Receive:
 - Comprehensive study mission manual
 - Memory Jogger Notes of the proceedings
 - Delegate and speaker contact list
 - Daily reflective learning sessions
 - Final action planning session
 - Access to OEF workshop material delivered to professionals in over 20 countries

Testimonials:

From the 2015 First European Public Sector Performance Study Mission delegates:

- Well packaged and generous sharing of materials
- I would like to mark the whole Study Mission as “Excellent”
- Good facilitators and very focused
- 96% overall satisfaction rating

Read about additional study missions and benefits [HERE](#)

Experience by us:

- Facilitating study missions in Europe, United Kingdom, Germany, Asia, Australia and New Zealand
- 100 years combined experience in business excellence, best practice, and benchmarking
- Directors, Global Benchmarking Network, Benchmarking Performance Improvement Resource, Asian Productivity Organisation

Read about our experiences and study mission feedback [HERE](#) and [HERE](#)

Price:

- \$3,950USD per person for full program
- \$550USD per person for daily program
- Includes accommodation, breakfast and lunch meals, travel by luxury motorcoach to site visits
- Consider sponsoring a group of delegates from your region or country

Terms, details, pricing & discounts **to be advised depending on the level of interest..**

Registration

Go to [HERE](#) or [BCS Management Services](#), [Organizational Excellence Specialists](#) or [Benchmarking Partnerships](#) for more information and to register your interest in attending the study mission. Please note the benchmarking code of conduct protects and privacy.



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