GLOBAL ORGANIZATIONAL EXCELLENCE FOR THE NEXT 50 YEARS:

➢ Where We Should Be Headed and Why

➢ Our World-Wide “Go To The Moon” Vision

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Introductions and Acknowledgements

My Background – “Finding Global Success Stories”

Delhi, India
April 2013

Your Humble Gandhian Public Servant


2. Private Sector: Xerox, General Mills, Control Data Corporation, High Technology Industry – Marketing

3. Public Sector: Strategic and Operational Benchmarking for MN Department of Revenue, FL Department of Revenue, ICCS

4. Specific Individuals/States/Jurisdictions: MN, FL, DE, CT, TX, WA, CA, WI, MO; Belgium, Japan, Canada, NZ, India, Australia, UK, Germany, Philippines, Switzerland, France, Austria, Italy

“Performance Excellence Anywhere On Our Planet!”
THREE (3) MAJOR AGENDA ITEMS


3. Our 50+ Year Proposed Solution: A Riveting & Compelling World-Wide Collaborative Vision - GOING TO THE MOON AND BEYOND!
WHAT IS THIS – PERFORMANCE EXCELLENCE AT A GLOBAL LEVEL?
OUR GLOBAL OLYMPICS – HOW MANY NATIONS ARE INVOLVED IN TOTAL?
INTERACTIVE ENGAGEMENT:
YOUR GLOBAL INPUT
– WHO ARE YOU – THINK B.H.A.G.? 

1. Performance Excellence Leader/Innovator
2. Performance Excellence Change Agent
3. Performance Excellence Builder/Creator
4. Performance Excellence Writer
5. Performance Excellence “Sustainer”
6. Performance Excellence Talker
7. Performance Excellence Visionary
JOHN GARDNER, 1961, EXCELLENCE

1. Learning from History – The Broad Global Society Meaning

- “We must foster a conception of excellence which may be applied to every degree of ability and every socially acceptable activity.”

- “We need excellent physicists and excellent mechanics. We need excellent cabinet members and excellent teachers.”

- “We need a pervasive and universal sense of exceptional performance applicable to everyone in every walk of life.”
“When we raise our sights, strive for excellence, dedicate ourselves to the highest goals of our society, we are enrolling in an ancient and meaningful cause – the age-long struggle of man to realize the best that is in him.”

“No society can reach heights of greatness unless in all fields critical to its growth and creativity there is an ample supply of dedicated men and women.”
WHO ARE THEY AND WHAT WOULD THEY SAY TO US TODAY IN 2018?

Quality Management Gurus

DEMING, W. Edward

CROSBY, Philip

JURAN, J. Moses

Continuous improvement
PDCA (Plan-Do-Check-Act)
Top down support (top management support)

PERFORMANCE STANDARD IS "ZERO DEFECT"

COST OF QUALITY IS MEASURED BY COST OF non-conformance

Conformance to requirements

Quality comes from Prevention

Fitness for use

Developed 80/20 principle
Quality improvement, Quality planning and Quality Control
OUR LEGACY GURUS – WHO ARE OUR INFLUENTIAL THOUGHT LEADERS TODAY?

1. Learning from History – The Broad Meaning of Excellence

- *Edwards Deming* – 14 Points and “Drive Out Fear.”
- *Joseph Juran* – His Trilogy – Quality Planning and Beyond
- *Philip Crosby* – Zero Defects
- *Tom Peters and Bob Waterman* – *In Search of Excellence, The Excellence Dividend, Passion for Excellence*
- *Jim Collins* – *Built to Last, Good to Great, etc, etc.*

YOUR FLAVOR OF THE MONTH, FLAVOR OF THE YEAR!!
A REPORT FROM THE OUTSIDE WORLD
WHERE PERFORMANCE EXCELLENCE IS MISSING
Sept/October 2017
2. OUR GLOBAL PERFORMANCE EXCELLENCE BUSINESS PROBLEM TODAY: “THE WOLF IS AT THE DOOR.”


* 34 Countries, 12,000 companies

* 18 Business Practices in 4 major areas

* Harvard, Stanford, and MIT 5+ Year Study (2018 McKinsey Award Recipient)
2. OUR GLOBAL PERFORMANCE EXCELLENCE BUSINESS PROBLEM TODAY: “THE WOLF IS AT THE DOOR.”

1. The Harvard Business Review – “Why Do We Undervalue Competent Management?”

https://h7/09/why-do-we-undervalue-competent-management

- Read this Entire Article and Watch the Video - ASTOUNDING FINDINGS

- Only 6% Are Exceptional – Mediocrity Abounds
2. OUR GLOBAL PERFORMANCE EXCELLENCE BUSINESS PROBLEM TODAY: “THE WOLF IS AT THE DOOR.”

THE BALDRIGE AND NATIONAL AWARD PERFORMANCE – Our “Market Share.”

* Number of Award Programs – 80 to 50…Declining
* United States Picture – Last 5-10 Years - Declining
* Other Countries by Global Region – HBR Results
* Our 2015-18 Global Assessment Results

(GBN and Dawn Ringrose and 200+ Others)
Baldridge was created by President Reagan in 1987 as a ‘business award’. However, this trend data provided by NIST appears to offer compelling evidence that it has become a total failure following a strong start as a very successful award program.

“ZERO” applicants from 2013 through 2017!
Where Do Global Markets Go From Here?

(FOR TUNE)

America's Most Admired Companies

What it takes to build a great reputation. For companies like Toyota, it means getting better all the time. (PAGE 81)

No. 1
General Electric
CEO Immelt wins for being green and garnering greenbacks.

No. 2
Starbucks
Founder Schultz created the ultimate people company. (PAGE 35)

No. 3
Toyota Motor
Now America's best automaker. (PAGE 81)

No. 4
Berkshire Hathaway
Warren Buffett's rules for giving away money. (PAGE 130)

No. 5
Southwest Airlines
Gaining altitude with low fares and reliable growth.

No. 6
FedEx
Scores big in service and innovation.

No. 7
Apple
iPods, Macs... superstores... enough said. (PAGE 81)

No. 8
Google
No. 1 on our 100 Best Companies To Work For list.

No. 9
Johnson & Johnson
Great brands. Steady performance. Terrific operators.

No. 10
Procter & Gamble
CEO A.J. Lafley is the king of management.
WHY SHOULD WE CHANGE NOW?
THERE IS A TYPHOON ON THE HORIZON
(LOOK AT THE GLOBAL DATA!)

Let’s Create Our Global Sense of Urgency
WHY SHOULD WE CHANGE NOW?
THERE IS A TYPHOON ON THE HORIZON

* Mere Survival & Mediocrity is Over.
* Exceeding Senior Level FORTUNE 500 Leadership and Innovation Expectations is the New Normal (*Don’t be a Kodak, Sears, Kmart, Xerox, or Control Data*)
* We Need To Find Best Practices, Share Best Practices, Deploy Best Practices”– “The Most Effective” Global Programs
* Global Collaborative Partnerships Are the Only Solution – All Sectors of Society – Our “Top 20” GEM Programs
WILL OUR GLOBAL CHANGE INITIATIVE SUCCEED LIKE MANY OTHERS? 30% ACHIEVE THEIR BUSINESS RESULTS!!


➢ Will We Do This For Our Entire Planet As A Whole – OUR GLOBAL VISION?
OUR IMPENDING 50+ YEAR CHALLENGE: BUILDING A MASSIVE GLOBAL PERFORMANCE EXCELLENCE COLLABORATION VISION?
3. OUR 50+ YEAR GLOBAL SOLUTION, CAN WE SEE THE HORIZON?

The “GO TO THE MOON” Global Performance Excellence Vision (BHAG)

a. **Business Market Share:** 80% of All Organizations apply excellence frameworks in the top 150 countries on earth (including FORTUNE 500 companies)

b. **Startup-Ecosystem Survivability** – 80% of All Startups/Small Businesses Survive 5+ Years Globally.
3. OUR 50+ YEAR GLOBAL SOLUTION, CAN WE SEE THE HORIZON?

THE “GO TO THE MOON” GLOBAL PERFORMANCE EXCELLENCE VISION (BHAG)

c. **Sustainability**: 150+ Nations have proven national excellence programs. (All regions, all continents, adapted to life cycles and culture)

d. **Measurable Outcomes and Impact**: GDP Growth, Development, and Prosperity in 150 nations by 2068!!
3. OUR 50+ YEAR GLOBAL SOLUTION, CAN WE SEE THE HORIZON?

HOW TO TRULY TRANSFORM PERFORMANCE EXCELLENCE – GLOBAL PLANET LEADERSHIP

a. **Change Your Mindset** – Develop the Political Will to Collaborate on a Global Scale Using Proven Best Practices, Build Life Cycle Perspective.

b. **Strengthen your Global Learning and Continuous Improvement Commitment** - to Achieve our BHAG Vision – Get to the Moon and Beyond!!

* BE A VISIONARY LEADER LIKE J. GARDNER, DEMING, MLK, JFK,....”...*WHAT YOU CAN DO FOR YOUR PLANET!!”*
Here's to the crazy ones, the misfits, the rebels, the troublemakers, the round pegs in the square holes... the ones who see things differently — they're not fond of rules... You can quote them, disagree with them, glorify or vilify them, but the only thing you can't do is ignore them because they change things... they push the human race forward, and while some may see them as the crazy ones, we see genius, because the ones who are crazy enough to think that they can change the world, are the ones who do.

(Steve Jobs)
WHAT YOU CAN DO NOW?
How to truly transform your organization
GLOBAL PLANET LEADERSHIP

If you say with the WILL
PASSION
PERSISTENCE
PERSEVERANCE

Yes, right on – We CAN and WILL make Performance Excellence happen on a global scale.
* It Is **Our Responsibility** to Expand **Our Hearts** and **Minds** and Find **The Solutions** to Our Most Entrenched Global Issues.

* Global Sharing **Across Our Entire Planet** Will Make This A Reality In This Generation and Beyond! *(We Are Not Alone).*

* Make it Happen – **Engage, Inspire, and Lead Over Our Next 50 Years!!**
HELP US MAKE OUR “B.H.A.G.” VISION A TRUE REALITY NOW.
ARE YOU READY, WILLING, AND ABLE?
“Some men see things as they are, and ask why. I dream of things that never were, and ask why not.”

Robert Kennedy/George Bernard Shaw.

“THERE IS ROOM AT THE TOP FOR EVERYONE. PLEASE JOIN US ON OUR NEVER ENDING JOURNEY AND ADVENTURE – OUR PLANET BECKONS!!”
FOR FOLLOW-UP CONTACT:

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THANK YOU!