

- BE Assessor - Critical Success Factor for Excellence Program

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Business Excellence Initiative

Purpose

- Help organizations assess their improvement efforts;
- Diagnose their overall performance management system;
- Identify their strengths and opportunities for improvement; and
- To identify and recognise organisations that will serve as role models.

Business Excellence Framework

- The criteria for performance excellence;
- Concepts and core values or attributes;
- Scoring guidelines; and
- **Framework are non-prescriptive.**



Role of Assessor

To represent the BE initiative stakeholders professionally.

- Singapore Quality Award Governing Council.
- Enterprise Singapore.

To be fully competent.

- Understanding of the BE Framework;
- The assessment and recognition processes; and
- To learn and share business excellence and assessors best practices

To manage the assessment process professionally.

- Understand the expectations of the applicants;
- Assessor role is to verify and clarify, not auditing role;
- Do not teach or prescribe how the applicant should run their business;
- Work as a team.

**To help organisations on their excellence journey
and be recognised if they are deserving.**



Thank You

Shukraan

