- 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