

Achieving Organization Performance Excellence Through

MALCOLM BALDRIGE SELF ASSESSMENT

Executive Seminar for NGOs

2-6pm, Jan 9, 2009



**CHANGE
CAN HAPPEN**

Applying the world renowned Baldrige National Quality Award criteria to assess your organization performance and identify opportunities for management system improvement

Organized by
High Impact Management Consulting Ltd



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What do you need to excel in the NGO sector?

- Visionary leadership?
- Client intimacy?
- Sustaining strategies?
- Engaged employees and volunteers?
- Superb service processes?
- Timely management information?
- Balanced and improving organization results?

The answer is "ALL OF THEM!"

Those are the fundamental management system requirements in the Baldrige Model of Performance Excellence.

Baldrige Model of Performance Excellence



Who Should Attend

Board members, Executive Directors and senior management of NGOs.

Join this Executive Seminar to learn the fundamental concepts and applications of Baldrige Assessment.

If your organization would like to attain sustainable growth in competitiveness and performance, fully integrated management systems must be in place. Attempts in boosting organization performance without a systems perspective will only get short term benefits or even failure.

The Baldrige Model of Performance Excellence provides a blueprint of the management systems that a world class organization should possess. Originated from the Baldrige National Quality Award in the United States, the Baldrige Criteria have been adopted by more than 60 countries throughout the world, as a basis for their own quality award programmes in an effort to enhance the competitiveness of business as well as performance of non-profit organizations in their own countries.

Baldrige Self Assessment could help:

- Identify organization's strengths, opportunities for improvement, and gaps in management systems;
- Take inventory of the organization performance against various dimensions;
- Management team to realize how mature the current management systems are;
- Measure objectively the pace of organization performance improvement; and most importantly
- Continuously improve organization performance and competitiveness.

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SELF ASSESSMENT

Executive Seminar for NGOs

Registration

Time & Date: 2pm-6pm, Jan 9, 2009

Venue: Rm 1302, Kwai Hung Holdings Centre, 89 King's Rd, North Point, H.K.

Language: Cantonese, with presentation materials and handout in English

Workshop Fee Per Person: HK\$1,200; Early Bird: HK\$1,000 (Register before Jan 1, 2009)

PARTICIPANT DETAILS

Company: _____

Name: _____ Title: _____

Department: _____

Email: _____ Phone: _____

Address: _____

*Please send registration form together with a crossed cheque payable to
"High Impact Management Consulting Ltd."*

to the following address:

"Rm 2304, Kwai Hung Holdings Centre, 89 King's Rd, North Point, H.K."

Registration Deadline: Jan 6, 2009

Speaker - Mr. Dicky Chou

The Co-founder and Executive Director of High Impact Management Consulting Limited.

Since started his consulting career in 1996, Dicky has been assisting a broad portfolio of organizations from government offices, business entities, educational institutions, trade association to NGOs in strategic planning, process reengineering, productivity and service improvement, Baldrige assessment, management development and change facilitators development. He is a veteran consultant in driving organization transformation, through nurturing internal change agents, mass communication and cultural change programs.

He is the co-author of the book 變革現生機 - 耆康會給企業管理的啟示 2000, published by Ming Pao Publications Ltd., and the co-author of the process improvement self-learning kit with VCD cases - 流程改善自學教材套, 2001, published by Hong Kong Council of Social Service.

Mr. Chou is a pioneer in introducing the world acclaimed Malcolm Baldrige Model of Performance Excellence to local business organizations, government offices and human service sector to assess and enhance their management systems. He has facilitated three of his clients in applying Baldrige Self-Assessment to continuously fortify their organization performance, and subsequently the Hong Kong Management Association Quality Award submission process. One of them won the Overall Winner while the other two won the Bronze Award and Certificate of Merit, respectively.

Partial Client List

Business

Bossini Int'l Holdings Ltd

Chow Sang Sang

Hop Hing Holdings Ltd

Lee Kum Kee Group

MTR Crop.

Sun Hing Vision Group

Yoshinoya HK

Government

Civil Engineering Department

Civil Service Bureau

Customs & Excise Department

EMSD

Fire Services Department

Department of Health

Labour Department

NGO

HKCSS

Hong Kong Jockey Club

SAGE

Scout Association

St James' Settlement

Tung Wah Group of Hospitals

Vocational Training Council