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SPEAR™ II – Toolkit

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Management Quality System (MQS¹)

ASSESSMENT TOOL FOR INCREASING PERFORMANCE QUALITY IN THESE CHALLENGING TIMES!

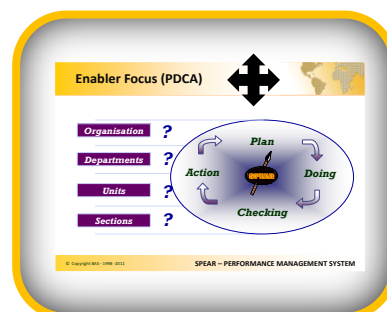
These are challenging times for the private sector and its supporting organisations. Budgets are stretched! Demand for private organisations to deliver is growing by the day, and effectiveness and efficiency management is very demanding on budgets. Every organisation is faced with the same challenge on how to increase the quality of planning, implementation, monitoring and evaluation, customer satisfaction and loyalty.

SUPERIOR PERFORMANCE IMPROVES CUSTOMER SATISFACTION

Studies show that powerful, targeted internal communications are one of the MOST influential factors for increasing performance. By sharpening internal communications, organisations can deliver performance levels that will influence customer satisfaction and deliver enviable performance results.

PROVEN APPROACH GETS RESULTS

¹)MQS ; ISO9004:2018 Concordant management system that offer users a collection of expert skills, understanding, knowledge, guides, procedures, or information for the sustainable, or outstanding governance or operational performance.



MQS has helped various organisations to identify areas for improvement in their performance levels through impact assessments and the preparation of comprehensive strategic documentation to improve communication and performance.

INTEGRATED MANAGEMENT QUALITY SYSTEM (ISO9004:2018 CONCORDANT)

Any organisation is a collection of many processes at many locations, each with its customers. Any organisation is a collection of many processes at many locations, each with its customers.

Each process is perfect for one message and wrong for another. Customers for each process behave differently, accordingly placing the right performance and performance messages in the right locations for specific processes, is critical. Therefore, using the right communication elements influences satisfaction and loyalty decisions and results

- Increased efficiency and effectiveness.
- Decreased decision-making time and increased throughput, and
- Increased customer satisfaction and loyalty

INTRODUCING THE SPEAR™- MQS

SPEAR™-MQS is a revolutionary new performance management system. It enables organisational operators to assess their existing levels of communication and performance that easily facilitates develop improvement solutions.

How SPEAR™-MQS WORKS

The impact assessment tool kit is based on the adaptation of internationally proven **causality**, and **analytical** self-assessment or impact assessment approaches.

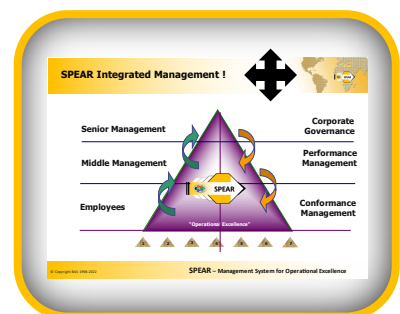
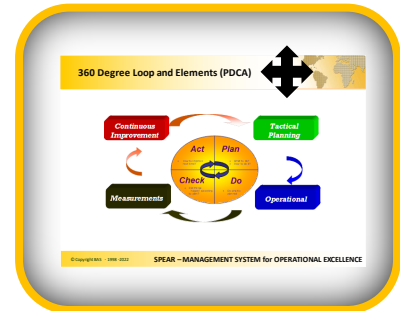
The **MQS** consists of a collection of six (6) Enabler Criteria and supportive focus areas grouped by criterion contained in a GUIDE called GGE/GPE or GOE for the following tiers of the organisation, i.e.:

- **GGE – Guide for Governance Excellence**
- **GPE – Guide for Performance Excellence, and**
- **GOE - Guide for Operational Excellence**

The **GGE/GPE** facilitates impact assessment at the “governance” level/ “functional” level of the organisation and **GOE** at the “operational” and “process” levels.

The **MQS** guides help the organisation conduct impact assessment and identify the “strengths” and “areas for improvement” of current communication, performance, and delivery. The guides provide specific guidance and strategies for optimising process performance. There are:

- Six (6) Enabler Criteria with Focus Areas for (1) Direction, (2) Governance, (3) Humanity, (4) People-Wealth, (5) Realisation, and (6) Intelligence.
- The Seventh Criterion consists of four parts, (7.1) Customer Results, (7.2) Financial Results, (7.3) people Results and (7.4) Growth and Development Results.



THE PDCA METHODOLOGY (ISO9004:2018 CONCORDANT)

MQS Guides are presented in a criterion fashion to easily recognise the specific process elements such as planning, deployment, checking and acting (P-D-C-A) providing the organisation with the flexibility to include those focus areas that are in greatest need of improvement, or that will have the greatest impact on your business performance or service delivery. Each Criterion caters for functionality such as; a list of configured focus areas; action to be taken; responsibility/ownership; weightings/ importance; guidelines/mandates and performance measure/ indicators.



THE SA EXCELLENCE MODEL CRITERIA

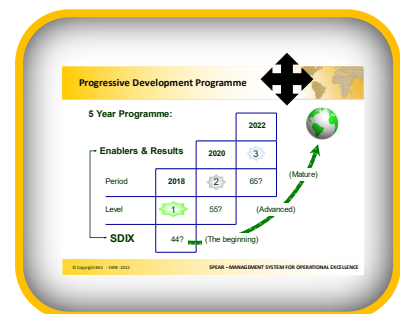
The **South African Excellence Model (2k22) Criteria**, contains the following typical focus areas:

- **Excellence Program** - How does the leadership of the organisation direct and steer the business strategies & tactics towards excellence?
- **Vision, Mission, and Values** - How does leadership use the organisation's values and guide the organisation and its employees?
- **Corporate Governance** – How the leadership of the organisation communicates and conducts itself in running the organisation?
- **Customer Satisfaction Index** - How the organisation leverages its processes to ensure the highest level of customer satisfaction?
- **Recognition and Appreciation** – How the organisation recognises the performance and the contribution of its employees.
- **Risk Management** – How the organisation manages its risks and operational challenges?
- **Succession Planning** – How do the organisations address the organisation's leadership skills and competencies profile to ensure human capital retention?

PROGRESSIVE DEVELOPMENT

The **MQS** includes comprehensive column-by-line directions for assessing and improving current focus areas and their drivers. Improving process performance is the single most influential thing the organisation can do to increase its performance and service delivery:

- **Focus Area** – Identifying the specific process and title and called for by the organisation's strategy!
- **Action** – Qualifying the exact action necessary to deliver on the focus area's objectives!
- **Weighting** - Informing those involved with a specific focus area/process about the strategic significance and importance of the process!
- **Coordination Responsibility** – Communicating who the responsible coordination member or official is!
- **Execution** – Communicating to the organisation which unit or branch is primarily responsible for the execution of the focus area!
- **Guidelines** – Clearly and understandably indicate the mandate guidelines or prescripts for the specific focus area!

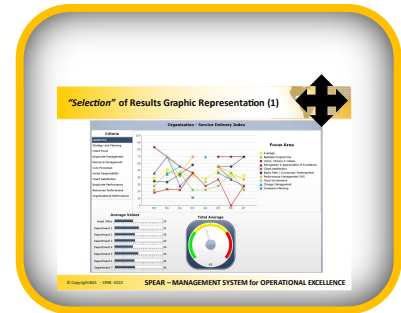


- **Performance Indicators** – Informing process owners of the desired performance outcomes of their process, with particular emphasis on the specific process's planning, implementation, monitoring, and corrective action element!

DELIVERABLES INCLUDES

To ensure optimum results using this tool, every organisation purchasing **SPEAR™- MQS** gets the following tangible Phase I deliverables from BAS:

- **Training** - Induction and training of selected senior management components.
- **Facilitation** - Facilitated session to compile the organisation's high-level GGE.
- **Guides** - Publish and formatted Guides (ISO9004:2018 Concordant)
- **Assessment Skills** – The Senior Management Team conducting impact assessment sessions.
- **Reporting** - Detailed assessment improvement report, fully inclusive of data, graphs, strengths, and areas for improvement.
- **Scorecards** - Executive Scorecard and performance overview.
- **Results** - Presentation of assessment results to Executive, inclusive of a rollout strategy for implementation as part of Phase II.



SIGNIFICANCE AND BENEFITS OF THE MQS SYSTEM

The significance of the **MQS** System lies in its potential benefits for the Organisation and its users, i.e.:

- **Status Quo** - Identifies strengths and areas for improvement.
- **Common Language** - Creates a common language and conceptual framework for the way the Organisation is managed and improved.
- **Fundamentals** - Educates all employees in the Organisation on the fundamental concepts of business excellence and how they relate to responsibilities.
- **Involvement** - Involves all people at all levels and in all units involved in process improvement.
- **Assessment** - Assesses, in a coherent manner, the organisation at a corporate, programme and local level
- **Best Practice** - Identifies and encourages sharing "Good/ Best Practices" within the Organisation.
- **Benchmarking** - Facilitates comparisons with other like-minded organisations, using a common framework and criteria thereby helping to establish "Best Practice."
- **Integration** - Integrates the various improvement activities into everyday operations.
- **Operational Focus** - Improves the success of the organisation's strategic and operational focus and plans.
- **Performance** - Provides opportunities to recognise both development and exceptional levels of individual and Organisation performance.
- **Recognition** - Paves the way for entry to and winning a South African Excellence Award.



[CLICK HERE](#)GIVE US A CALL TO LEARN MORE ABOUT SPEAR™!



SPEAR™

Management System for Operational Excellence



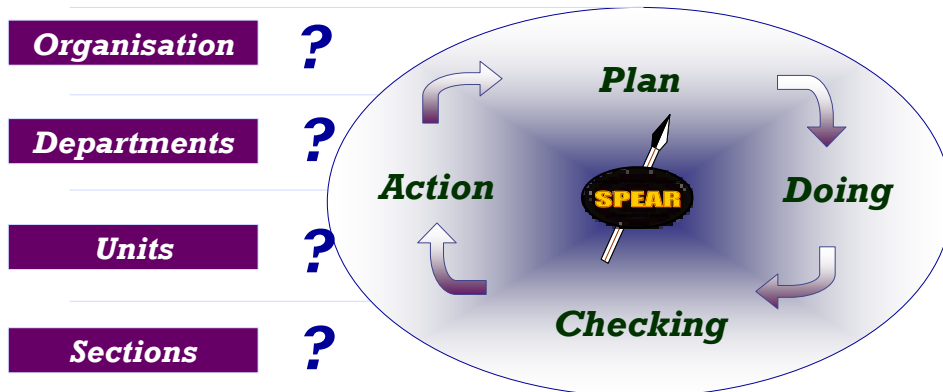
(SPEAR - Sustaining Performance Excellence , Assessment and Review)



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SPEAR –MANAGEMENT SYSTEM FOR OPERATIONAL EXCELLENCE

Enabler Focus (PDCA)



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SPEAR – PERFORMANCE MANAGEMENT SYSTEM

Integrated Management System

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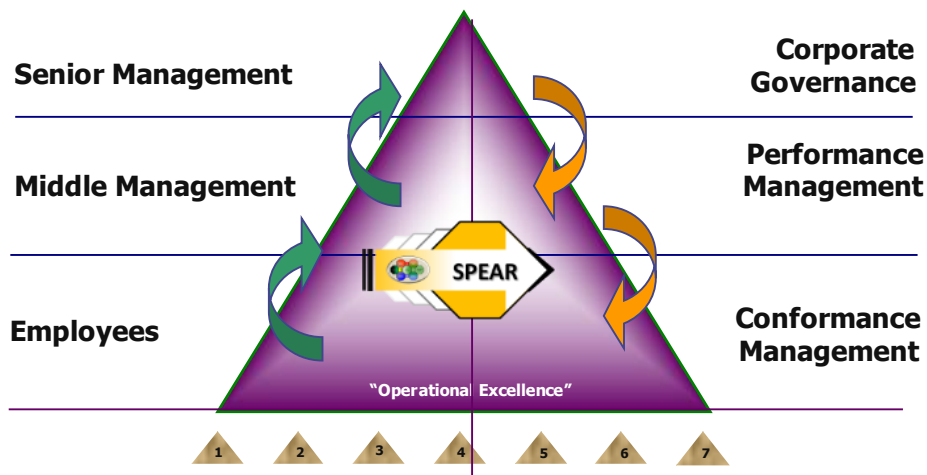
- Levels of Performance
- EmiX Scoring (Causality Scoring)
- 360 Degree Loop and Elements
- PDCA /RTCK Elements Qualification
- Assessment Template
- Assessment Example
- Assessment Score Guidelines
- Organisational Assessment Results
- Organisation Improvement Areas

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SPEAR – MANAGEMENT SYSTEM for OPERATIONAL EXCELLENCE

SPEAR Integrated Management !

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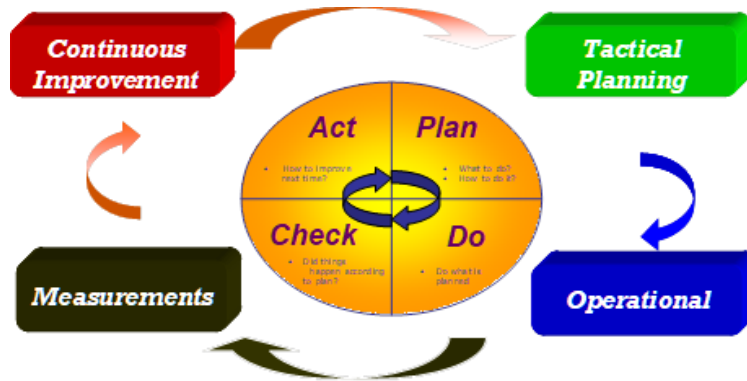


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SPEAR – Management System for Operational Excellence

360 Degree Loop and Elements (PDCA)

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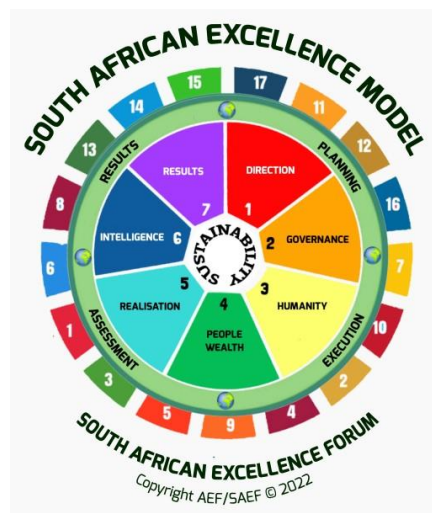


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SPEAR – MANAGEMENT SYSTEM for OPERATIONAL EXCELLENCE

SAEM 2K22 Based Architecture

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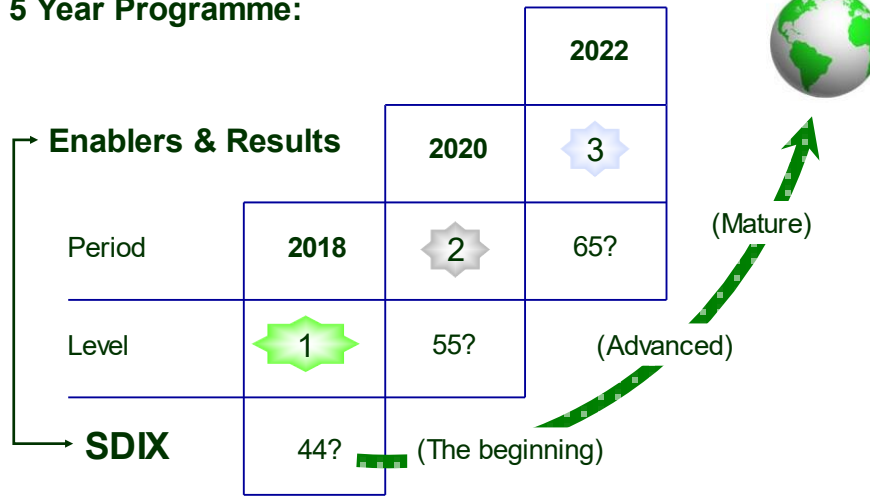
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SPEAR – MANAGEMENT SYSTEM for OPERATIONAL EXCELLENCE

Progressive Development Programme

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5 Year Programme:



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SPEAR –MANAGEMENT SYSTEM FOR OPERATIONAL EXCELLENCE

“Selection” of Results Graphic Representation (1)

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