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SPEAR™

Management System for Operational Excellence

Also visit **Blog 5 – MeiX (Index)**, **Blog 5 – eSpear**





SPEAR™

Management System for Operational Excellence

SPEAR – In Action

(Sustained Performance Excellence , Assessment and Review)



SPEAR™ Program Overview



Important Aspects of the SPEAR Program:

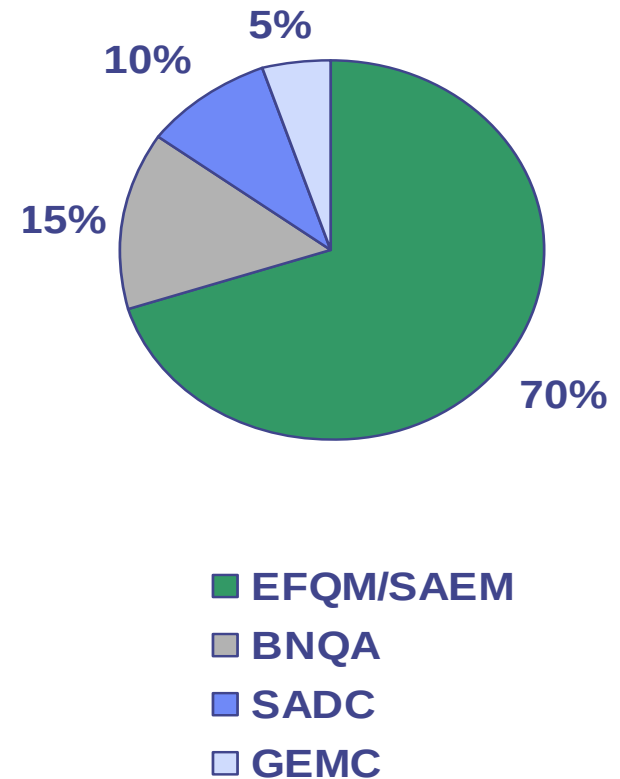
- Acknowledgements
- Alignment
- Influence, and
- Inspired Applications
- Integrated Performance Management
- Progressive Implementation
- Our “Legacy”

Alignment with Excellence Models



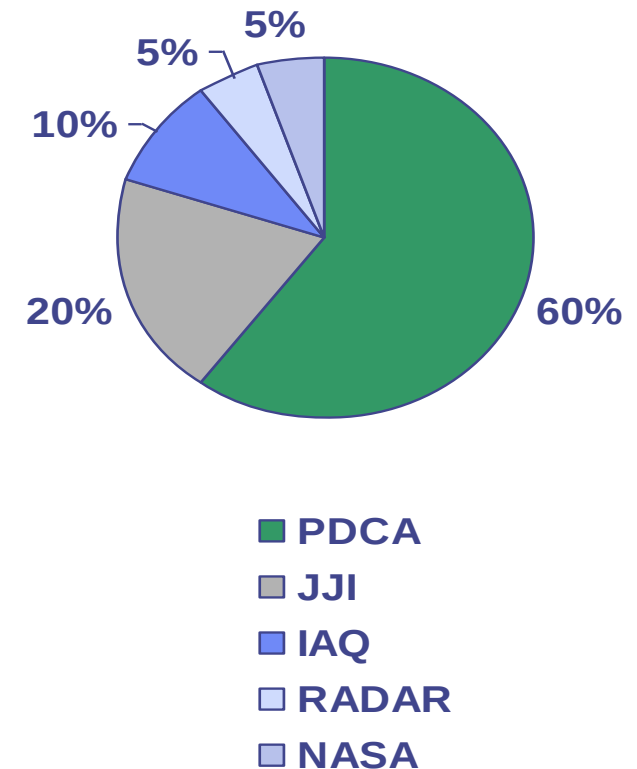
International Alignment:

- BNQA USA - 1987
- EFQM Model - 1992/2020
- SA Excellence Model - 1997
- SADC Quality Model - 1997
- Global Excellence Council - 2002
- African Excellence Framework - 2020
- South African Excellence Model - 2022



Influence of Recognised Models

- **PDCA / RTCK– Dr Deming**
Plan, Do, Check, Act
- **Juran Trilogy – Dr J Juran**
Plan, Improve, Measure, Control (PIMC)
- **IAQ – Dr Tito Conti**
Quality Models and Business Operational Dynamics
- **EFQM – RADAR Programme**
Review, Approach, Deploy, Assess, Review
- **NASA – Excellence Model**
Causality Scoring Guidelines



Alignment with QA Approaches



SPEAR Fully Endorses :

- ISO 9000 – Configuration Management
- TQM - Principles
- Batho Pele Principles (BP)
- Batho Pele Machinery of Government - Flow
- Batho Pele Assessment Framework – 15 Steps
- ISO 9004:2018 Standards and Guidelines, and
- **CPSI Award Winner - 2009**

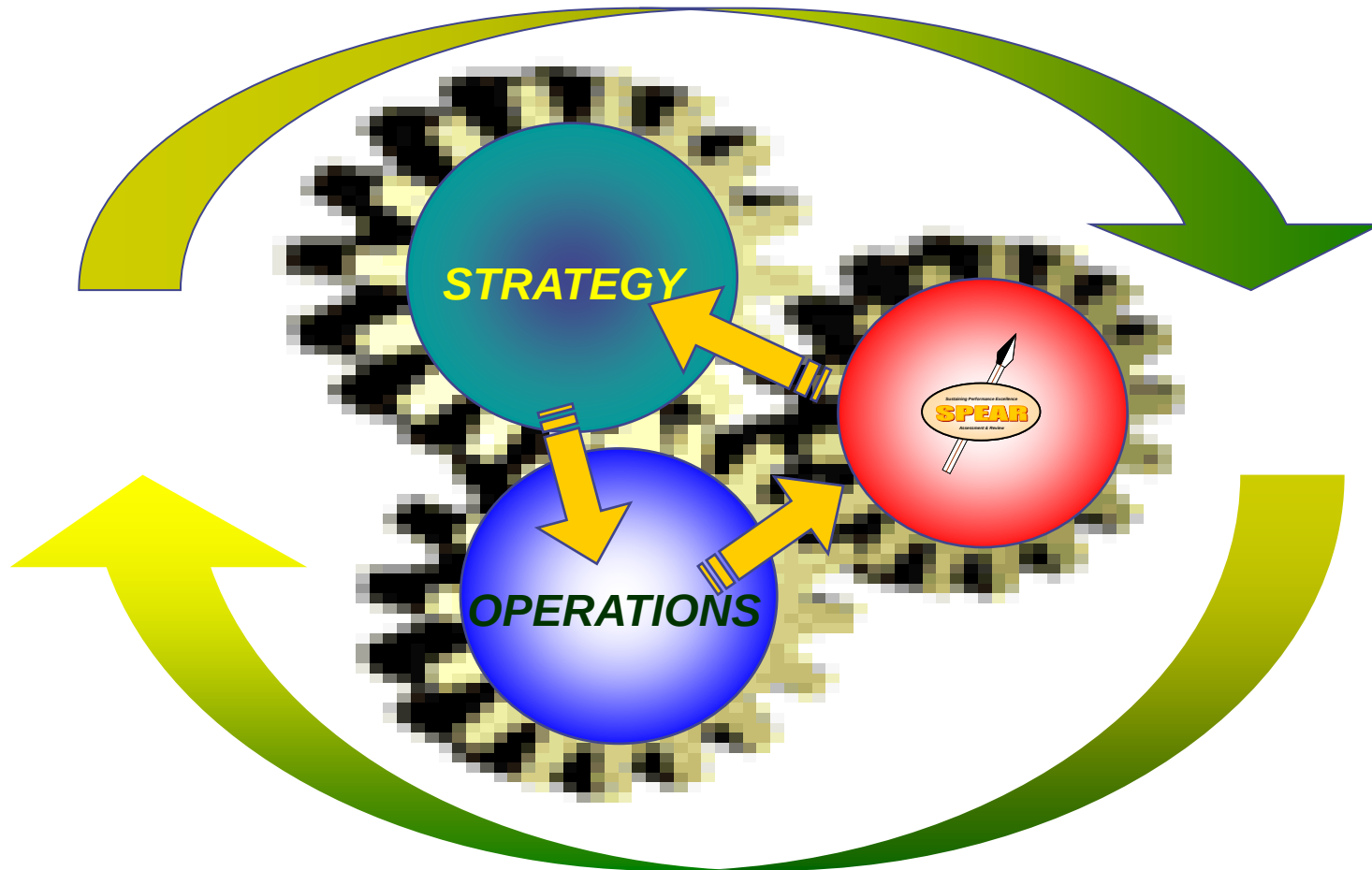
Inspired Applications



- SAB Guide to Operational Excellence – 1992 (SABMiller)
- Enterprise Foods – 1992 - 1995 (Tiger Brands)
- SARS Q-SARS Assessment – 2010 / 2011
- ECPA OTP – 2006 /2011
- ECPA 8 Departments - 2007 / 2011
- DPSA – Guide and Toolkit of Organisational Design – 2009 / 2011
- DPME – MKIT Performance Management 24/7 Tool (2011)
- SAIMAS Quarterly Publications 2009
- SARS Training and Capacitation – 2010 / 2011
- Tsebo Cleaning Services – 2010 / 2011
- **Brand Leadership Academy - Public Service Excellence – 2010 Manual**
- SA Quality Institute Monthly Magazine – 2010
- ARWYP Medical Hospital – 2010
- RSR – Railway Safety Regulator -2014-2017
- HDA – Housing Development Agency 2021

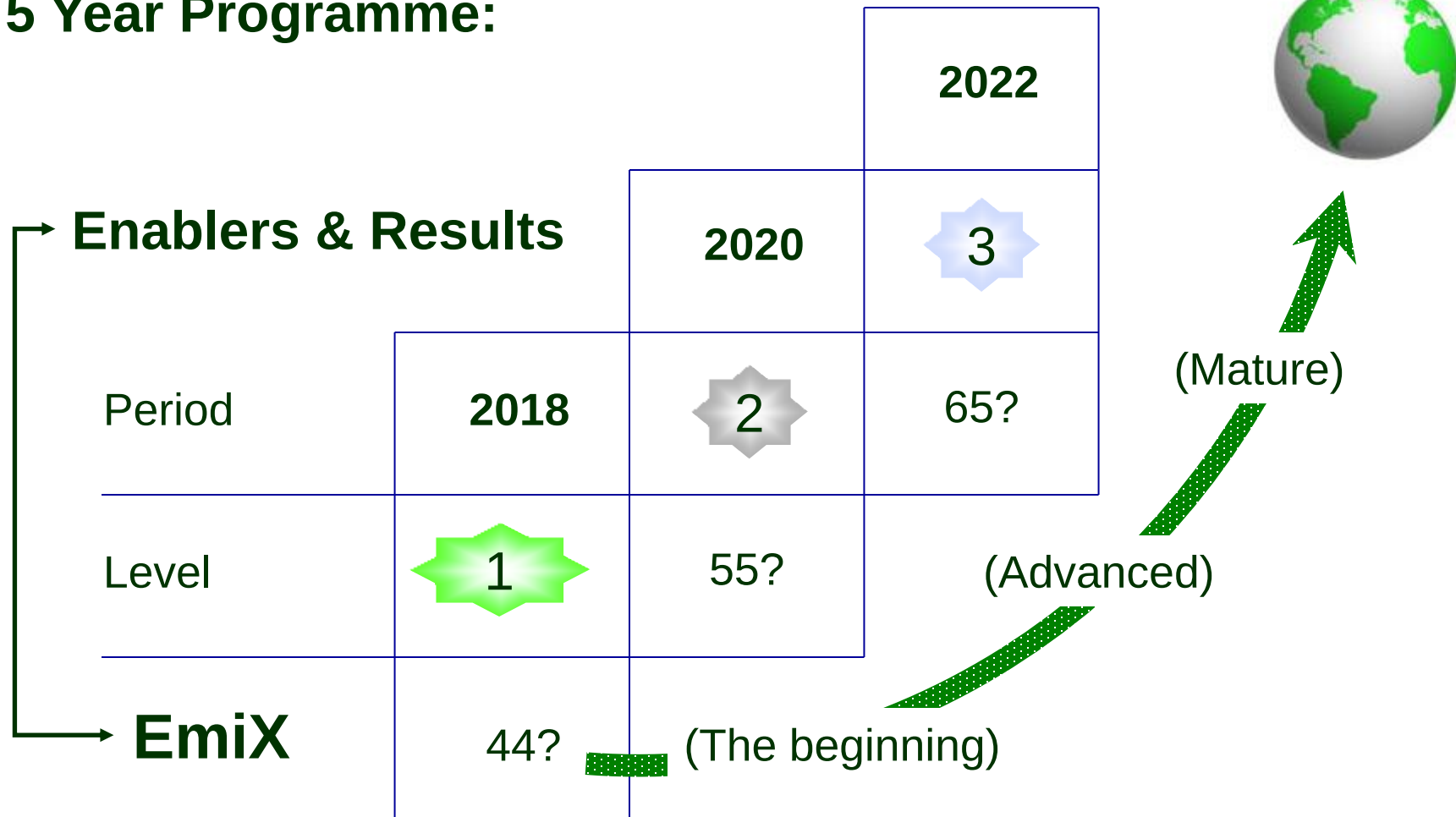
SPEAR in ACTION!

Integrated Performance Management System



Progressive Development Programme

5 Year Programme:





**We made it better than
it was when we started
in 2011**

(We were there!!)