

DEVELOP A HIGH-PERFORMING ORGANIZATION BY CULTIVATING A CULTURE OF EXCELLENCE

The Organizational Excellence Standard, with its alignment to strategy and leadership, results in a strong workplace culture that drives positive organizational outcomes.

The Organizational Excellence Standard (OES) is designed to meet the needs of today while helping you future-proof your workplace. It aligns your people's efforts with your vision, mission, values, and strategic objectives.

The Standard will give you the tools and direction you need to develop a sustainable, high-performing organization that attracts and retains top talent and innovative minds. You'll see through a lens that focuses on quality, innovation, wellness, equality, diversity, and inclusion. How? By following a guide that builds a culture of excellence.



Build a Culture of Excellence with OES

OES is a roadmap to a high-performance workplace and a purpose-driven culture of excellence.

Our robust and comprehensive system will help organizations of any size and in any sector successfully achieve desired outcomes. It's a roadmap for organizations that wish to improve their overall performance and gain measurable and sustainable benefits.

Culture and leadership are inextricably linked. By aligning your purpose and processes with our powerful, proven framework, you will build a culture of excellence that promotes values-based decision making and continual improvement. The OES promotes effective leadership, healthy

employees, and a work environment focused on respect, equity, and inclusivity.

Organizational Culture breaks down into nine elements woven into the Desired Outcomes of the OES. Developing a high-performing organization that incorporates, communicates, and reinforces these elements can shape both your employee and the customer experience. This can only be accomplished intentionally – with the right framework, tools, direction, and focus.

ORGANIZATIONAL CULTURE



OES is a Holistic Framework That Drives Lasting Results

From the small stuff to the big picture, OES is a comprehensive framework that will help your organization achieve growth and excellence in a healthy, sustainable way. It's a practical and manageable system that focuses on creating an exceptional environment.

"The biggest value in pursuing this Standard is that it takes the guesswork out of what a leading organization should be and should do and, instead, orients all staff to thinking and speaking about excellence in one common language for one common goal."

Martin Stefanczyk, Town of Aurora

"The Organizational Excellence Standard (OES) provides organizations with a comprehensive framework to integrate excellence into every fibre of their organizational DNA! It aligns nationwide best practices to validate organizational strengths while identifying opportunities for improvement based on culture to ensure organizational change is systematic and sustainable. The OES possesses everything necessary for an organization to be truly excellent!"

Kimm Trichilo, Peel Regional Police

OES will help you:

- » Future-proof your organization by sustaining a high level of outstanding performance
- » Think and act strategically
- » Prioritize prevention over correction to reduce costs and eliminate waste
- » Engage and retain your ideal customers and highest-performing employees
- » Develop strong, diverse teams and motivate employees
- » Enhance your employees' financial, physical, and mental health
- » Create innovative ideas and solutions
- » Plan for, achieve, and measure outstanding results
- » Boost your bottom line

The Covid-19 Pandemic is Changing the Future of Work

The environment in which organizations operate is changing rapidly. Every organization must chart its own path to excellence to achieve outstanding results.

51.3% of Canadian workers now work from home at least half of their work time (Statistics Canada, August 2020). Compare that to the 12.4% of Canadian workers who worked from home at least half of their work time in February 2020 (before Covid-19).

We live in a time of transformational change and opportunity. Individuals' physical and mental health, work environments, economic circumstances, and social wellbeing have all been impacted. Our experts and evidence-based tools will help you optimize performance and the way you work by raising the bar on critical health, social, and financial indicators.

Health Challenges

Today, health is a top priority for individuals, businesses, and communities. The worldwide pandemic has intensified existing challenges – like chronic diseases and mental health issues. New challenges have also surfaced: the health and safety of frontline workers, safely returning to office work environments, remote work mental strain, and isolation. OES enables you to future-proof your organization by creating a happier, more connected, and more resilient workforce that can recover quickly from unexpected events.

Social and Workplace Changes

The pandemic has been a catalyst for fundamentally resetting how and where people work. More organizations are prioritizing diversity, equity, and inclusion – imperatives that must be measured and improved to protect the current and future health of your workforce. Excellence Canada connects you to the tools, policies, and practices to effectively address these pressing social issues.

Financial Sustainability

The economic impacts of COVID-19 vary greatly. Many individuals and businesses are struggling to survive while others are thriving in the current climate. Emerging digital markets are steeped in competition as many mature companies are digitizing the customer experience. Creating a culture of excellence – that drives high performance and sustainability – is more vital today than it has ever been before.

How the OES Works

As your organization begins to shift its focus from “what” it’s accomplishing to “how” work is being performed, you will gain better clarity and direction. OES can become a catalyst to help you zero-in on your top priorities and differentiate your organization from competitors. You’ll also gain external validation and insights.

By acting and thinking strategically, forming innovative solutions, sustaining high-level performance standards, and following a data-driven plan, you can achieve a newfound level of excellence throughout your organization.

The OES encompasses six areas of focus called Drivers.

- » **Leadership:** Creating a culture, value system, and clear direction for your organization
- » **Planning:** Monitoring, evaluating, and reporting on your progress
- » **Customers:** Interacting with customers while evaluating their needs and delivering value
- » **People:** Supporting, empowering, and caring for employees
- » **Process:** Managing operations and projects throughout your entire organization
- » **Partners:** How your external and internal service partners help your organization achieve its goals

If your organization successfully achieves the Desired Outcomes detailed in the OES, it can be certified and receive national recognition under the prestigious Canada Award for Excellence program at one of three progressive levels:

- » **OES Gold:** Your organization has developed a comprehensive approach to quality and workplace wellness.
- » **OES Platinum:** Your organization has continually improved and established sustainable practices and outstanding outcomes.
- » **Canada Order of Excellence:** Your organization has sustained progress at the Platinum level and incorporated world-class best practices.

Achieve Organizational Excellence, Without the Guesswork.

If you're ready to learn how OES can drive better outcomes and a culture of excellence for you, start by setting up a complimentary consultation with us. Contact us by phone or email with any questions.

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About Excellence Canada

Excellence Canada is an independent, not-for-profit corporation committed to advancing organizational excellence across Canada. We've been helping businesses thrive for over 37 years with our highly effective programs and practices. Our vision is to promote and enable excellence in every organization in Canada and sustain that excellence throughout all sectors of our economy.

As the national authority on Organizational Excellence, Healthy Workplace®, and Mental Health at Work®, Excellence Canada provides excellence frameworks, standards, consulting, and independent verification and certification to organizations of all sizes and sectors. It is also the custodian and adjudicator of the Canada Awards for Excellence program.

Learn more at excellence.ca.

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