



أكاديمية الزمالة
العربية البريطانية



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Arab British Academy Fellowship
A.B.A.F





Organizational trends affecting business systems

Objectives

- Apply the practical steps to apply the European Excellence Model EFQM
- Building the work climate conducive to organizational change towards the implementation of the EFQM Excellence Model
- Apply tools and methods to develop the model in practice
- How to continuously develop services and products to achieve excellence and leadership in performance

Who Should Attend?

- Team leaders and supervisors
- Directors and Heads of Departments
- Executives
- Employees of the administrative sector
- Secretary and office supervisors
- Team leaders and professionals

Seminar Outline

DAY 1

- Challenges facing contemporary organizations
- The importance of facing the challenges of the future
- The reality of administrative practices in Arab business establishments
- Leadership skills and administrative balance
- Organizational leadership is one of the weapons of administrative excellence

DAY 2

- Quality strategy
- Definition of TQM total quality management defined
- Why Total Quality?
- Requirements for the application of TQM. Capture the 14 14 points
- Obstacles to applying TQM Barriers to TQM
- What should be avoided so as not to fail in the application of quality management
- Eight Lessons to Learn Eight lessons to learn



- The philosophy that has been learned from these lessons is the philosophy from which these lesson are learned
- Moving Towards Philosophy Moving towards the philosophy
- TQM: A political the philosophy

DAY 3

- Old and modern quality rules
- TQM is an organizational change
- The Seven's Approach
- Strategy
- Structures
- Systems
- Staff
- Skills
- Style Style
- Shared values

DAY 4

- The first criterion - leadership
- Standard 2 - Policies and Strategies
- Standard III - Human Resources
- Standard IV - Resources
- Standard V - Operations
- Standard 6 - Results of dealers
- Criterion 7 - Community Outcomes
- Standard 8 - Human Performance Outcomes

DAY 5

- Administrative process and simplification of practical procedures
- Organization, policies and procedures in streamlining business
- The concept and importance of simplifying procedures in institutions
- Administrative organization as an integrated process and its relationship with the dimensions and components of the administrative process in its concept
- Trends and modern concepts and their impact on traditional concepts of organization
- Organizational structure and methods of analysis and identification of areas of strength and weakness
- Organization and methods (importance, objectives, tasks)



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