

SILVER JUBILEE FNQ



AENOR



agencia de evaluación y calidad

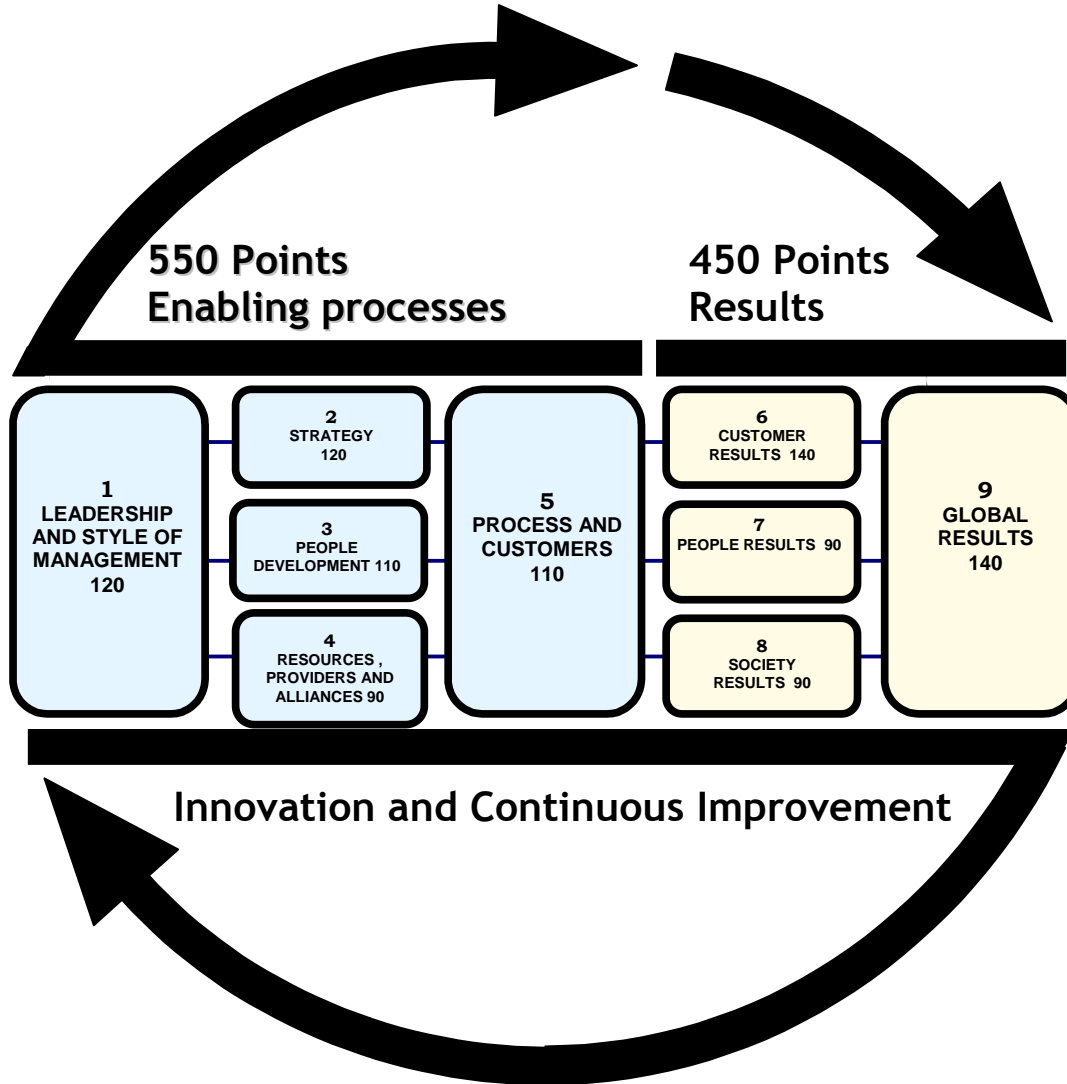


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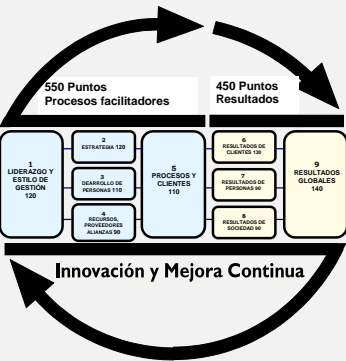


Sao Paulo, October 2016

IBEROAMERICAN MODEL OF EXCELLENCE IN MANAGEMENT



CANVAS FUNDIBEQ- BUSINESS MODEL

| Partners | Activities | Valued Proposition | Customer Relations | Market/Customers |
|--|--|--|--|--|
| <ul style="list-style-type: none"> •Trustees • Partners •SEGIB •National Associated Organizations (ONAs) •Local Associated Organizations (ORAs) •Public Organizations •Private Organizations •Coordinator •Evaluators •Membership •Associations •Consultants | <ul style="list-style-type: none"> •Broadcasting IB Model •Premio Iberoamericano •Pymes Iberqualitas •Awareness •Training •Evaluation •Self- assessment Programs •Conferences and Conventions •Publishing •Newsletters | <p>A non-profit and independent Foundation, dedicated to improve the economic and social network into the Ibero American community.</p>  <p>Iberoamerican Excellence Management Model</p> | <ul style="list-style-type: none"> •Applicants to Premio Iberoamericano •PYMES Iberqualitas •Forums •Seminars •Events •Website •Preferential access to website | <p>Market:</p> <ul style="list-style-type: none"> •Private Companies •Public Companies •Public Administration Sector •Governments •Other organizations <p>Size</p> <ul style="list-style-type: none"> •Micro •Small •Medium •Big <p>Customers:</p> <p>National and International Awards Organizations in Excellence Management (Exclusive)</p> |
| | <p>Resources</p> <ul style="list-style-type: none"> •Coordinators •Evaluators •Consultants •Brand •Best Practices •Web page •International evaluators networking | | <p>Channels</p> <ul style="list-style-type: none"> •Website •International Cooperation Programs •Agreements •Benchmarking •Evaluator Networking •Monthly Newsletters •Best Practices Guide | |
| Cost Structure | | Cash Balance | Income Structure | |
| <ul style="list-style-type: none"> •Staff •Suppliers •Infrastructure •Third parties •Taxes | | <ul style="list-style-type: none"> •Bank accounts •Reserves •We are a non-profit foundation | <ul style="list-style-type: none"> •Products •Services •Sponsorships •Annuity from our Members | |

COMPARISON OF SOME MODELS



| | Nº | EFQM | Iberoamerican | Baldrige | Deming |
|-----------------|-----------|---------------------------------------|---------------------------------------|----------------------------|-----------------------------------|
| Criteria | 1 | Leadership(100) | Leadership and Management Style (120) | Leadership (120) | Policy and Objectives(100) |
| | 2 | Strategy (100) | Strategy (120) | Strategy Planification(85) | Organization (100) |
| | 3 | People (100) | People Development(110) | Customer Focus(85) | Information flow (100) |
| | 4 | Partnership and Resources(100) | Recursos y Asociados (90) | Management(90) | Education and dissemination (100) |
| | 5 | Proceses, Products and Services (100) | Proceses and Customers (110) | People Focus(85) | Quality Assurance(100) |
| | 6 | Customers Results(150) | Customer Results (130) | Process Focus (85) | Standarization (100) |
| | 7 | People Results(100) | People Results (90) | Results (450) | Management and Control (100) |
| | 8 | Society Results(100) | Society Results(90) | | Quality Improvement(100) |
| | 9 | Business Results (150) | Global Results(140) | | Results (100) |
| | 10 | | | | Future Plans(100) |

CONCLUSION : INTERNATIONAL COMPARISON OF SOME MODELS

- There is hardly any difference between EFQM and Iberoamerican Models, due they basically have the same principles and criteria.
- Every model use far self-assessment, either to incorporate improvements , or to check the organization's performance.
- EFQM and Iberoamerican are the more specific ,because they are considering more subcriteria (32 and 31)
- EFQM, Iberoamerican and Baldrige models are more focused on business management and Deming has a profile more technical (cultural differences).
- Every model conceive the organization as a set of interrelated subsystems together, with a common goal: Excellence and Continuous Improvement.



WHICH SHOULD BE THE EXCELLENCE MODELS EVOLUTION

- Excellence Models integrated in the whole organization are models with future, they have to change and adapt to the new trends in management.
- They must focus on a clear customer, being people and their participation in the managing the key factor.
- The overall quality (product, services, processes, technical and human resources, etc.) will be crucial in order to compete in the future.
- They need to be updated periodically to be in line with the changing values and needs of customers and society.
- To strengthen the values for present and future: add value customers, innovation, knowledge management, productivity, transforming organizations, social environment values, customer experience, etc.
- To reinforce the value of the people in the organizations: improving the intellectual capital, talent, to create the proper environment to listen people.
- Every year it is higher number of public administrations working with Models. (around a 40% of the participants in the Iberoamerican Awards are public organizations, in 2016 edition they represented the 64 %)




LAST CHANGES IN THE IBEROAMERICAN MODEL

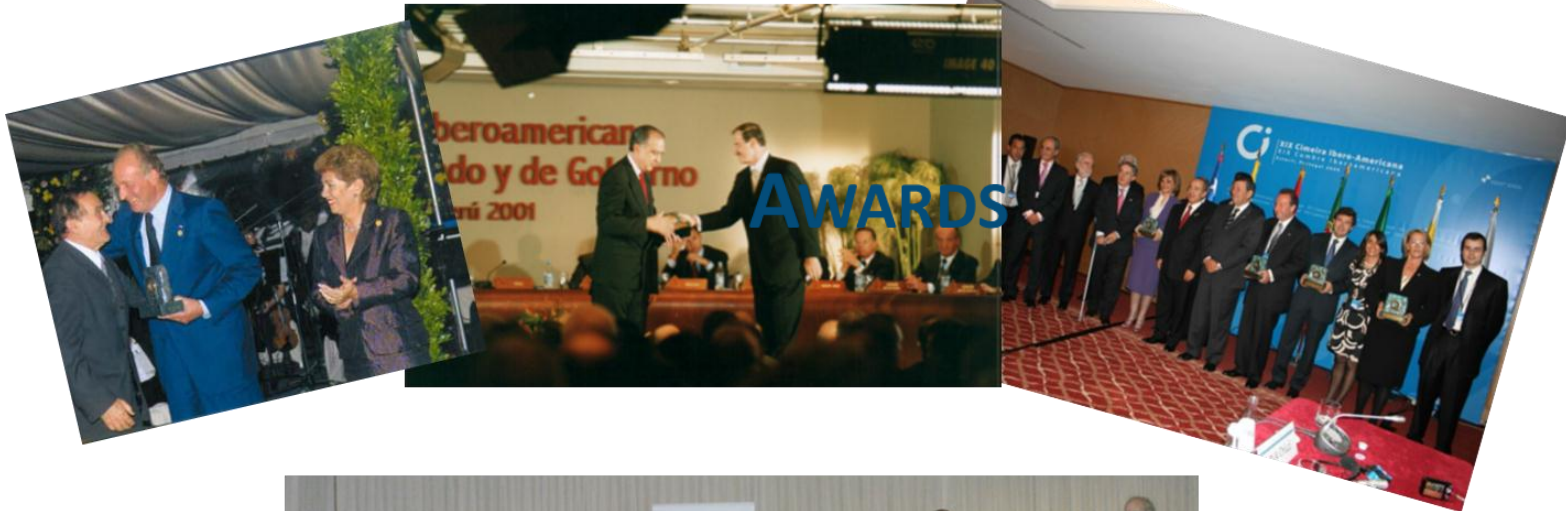
- Last revision was done at the end of 2015.
- With this version the XVII Award in its 2016 edition was launched.
- Main changes in the criteria:
 - We have inforced concepts such as customer experience, innovation, knowledge management, transformation of organizations, etc.
 - The new role of the people in organizations.
 - New role of the NGO in the society. FUNDIBEQ and SEGIB created and developed in 2014 an specific Iberoamerican Excellence Model for NGO/CS, to evaluate the management of this kind of organizations.
 - 31 subcriteria instead of 28.
 - More balance between enablers and results.
 - More items reflexions in each criteria from the point of view of teaching and number.



AWARDS

- It is necessary to take care of the Award ceremonies.
 - The ceremony must cover the applicant organizations expectations.
 - If it is possible, a mix between politicians and entrepreneurs.
 - We must not forget that one of the biggest attractive for the prize are the publicity and the image.
 - Consequence of this is to obtain a competitive advantage.
 - In FUNDIBEQ, we have an important limitation: “ it is necessary to be submitted to the Iberoamerican Award to be a winner of a National Award. But the great advantage is that it is an official Programme of Iberoamerican Summit of Head of States and Government.
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AWARDS



AWARDS

