

INSTITUTE  
of QUALITY



Confederation of Indian Industry



Advanced Program in  
**BUSINESS  
EXCELLENCE**

Thriving in Uncertain and  
Disruptive Times

0900 - 1300 hrs | Digital Mode  
Batch 1 starts on 9th July 2022

REGISTER

TODAY



# INTRODUCTION

Confederation of Indian Industry, jointly with Export Import Bank of India, instituted the CII-EXIM Bank Award for Business Excellence in the Year 1994, with a primary objective of building competitiveness by adopting globally recognised Business Excellence Frameworks.

Over the past close to 3 decades, the program has recognised 12 Role Model organisations, 25+ high maturity organisations and over 500 organisations under different levels of maturity

As part of building leadership and executive capability, we have trained over 10000 business professionals as Assessors or Practitioners of Business Excellence. The flagship program –Assessor for Business Excellence of CII Institute of Quality has been widely recognised as one of the most impacting leadership programs and considered as the must to follow professional development program among senior management members.

Organisations and individuals are facing constant disruptions. The business landscape has changed significantly in the last few years with the advent of disruptive business models, technologies, and uncertainties, which has further accelerated due to the pandemic. This has forced all of us to sharpen our skills including mastering new skills and act with agility.

Business Excellence models provides a framework for scanning the environment, enhancing the leadership capabilities, developing relevant strategies and effectively implementing with a holistic stakeholder focus, providing enhanced value to all stakeholder-leading towards realizing its purpose.

**To prepare leaders for navigating  
the uncertainness and drive  
towards its organizational purpose**

CII Institute of Quality is pleased to  
announce the Advanced Program  
in Business Excellence

**Thriving in Uncertain  
and Disruptive Times**



# PROGRAM OBJECTIVES

The Advanced Program in Business Excellence: "Thriving in Uncertain and Disruptive Times", aims to Deep Dive into

- Understanding the Fluid Ecosystem & Disruptions
- Navigating through the uncertainties - The Leadership Traits
- Purpose as a Force to Drive the Organisation
- Ecosystem Development
- Strategies to address and leverage disruptions
- Developing and Delivering Value to Stakeholders
- Technology as a Growth Driver
- ESG, SDG & Circular Economy: A Green, Lean and Responsible Organisation
- Understanding the Organisational Performance- Financial & Non Financial
- Creating a Winning culture

# WHO SHOULD ATTEND

This programme is most-relevant for



Senior Management professionals looking for Organisational transformation skills



Entrepreneurs and small business owners looking to lead their businesses in the disruptive times



The Business Excellence Practitioners, who are looking for deeper insights to effectively Lead the transformation



The Business Excellence Consultants, who are looking for newer insights and skills to consult organisations in their transformation journey



# ELIGIBILITY CRITERIA

1

**Business Excellence Assessor, Practitioner or Facilitator training based on Business excellence frameworks.**

2

**Participants must have minimum 10 years experience**

3

**Participants must be from Senior Leadership, entrepreneur or a consultant**

# LEARNING OUTCOMES

- Gain knowledge about excellence principles
- Understand Leadership Traits for creating and steering an Outstanding Organisation
- Understand and Develop an effective Ecosystem
- Purpose Driven Organisation- Key steps of Purpose to Realization
- Understand the concepts of ESG, SDG, Circular Economy
- Deep Dive into Digital Disruptions- Myths and Truths
- Develop and Deliver Sustainable Value
- Key Organisational Priorities: Performance & Transformation
- Learn Key Financial and Non Financial Performances

# BROAD CONTENT

- **Module 1**
  - Overview of Business Excellence
  - The Need for Change & Transformation
  - Understanding the Mega trends and Disruptions
  - Understanding & Developing the Ecosystem
  - Stakeholder Needs Identification
- **Module 2**
  - Purpose led Organisation
  - Strategy: Connoting the Dots from Purpose to Realization
    - Strategy Development
    - Strategy Deployment
    - Scenario Analysis
    - Business Models
  - Leadership Traits: As Change & Transformational Leaders
  - Culture- The DNA
- **Module 3**
  - Organisation Design
  - People Practices
  - Stakeholder Connect
  - Seamless Supply Chain- Managing the Upstream and Downstream
- **Module 4**
  - Developing & Delivering Value
    - Differentiators
    - Customer Value Proposition
    - Experience Measures
  - CII IQ Excellence Framework for Managing Customer Experience
  - Understanding Organisational Health
    - Demystifying Key Financial Measures
    - Tracking Key Non-Financial Measures
- **Module 5**
  - Digital Disruption- Myths and Facts
  - Industry 4.0, Digitization, Cyber Security
  - Leveraging Data: Data Analytics
  - Driving Innovation
- **Module 6**
  - Building a Lean, Green, Sustainable & Responsible Organisation
  - Environmental, Social & Governance (ESG),
  - UN Sustainable Development Goals
  - Circular Economy- Building a Sustainable and Responsible Organisation
  - Driving Excellence- Generic Approaches



## COURSE DURATION & MODE

**Duration** : 3 Months (12 weeks)

**Schedule** : Every Saturday : 0900 -1300 Hrs

**Delivery** : Digital, Live

Expert Sessions, Case Study based groupworks, Individual assignments

**Faculty** : CII and Industry Experts

**Certification** : On successful Completion of the course

**Batch size** : 25 (max)

## INVESTMENT

**INR 60,000 Per participant**

- 18% GST applicable
- Group Discount : 10% for 3 or more participants from the same company
- Pre-registration with payment in Mandatory



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