**LEBANESE EXCELLENCE AWARD**

****

**CERTIFICATION**

**SUBMISSION DOCUMENT**

**<....................................................................>**

**An overview:**

Please describe the main functions, operations and activities of the organisation as well as products and services. Please, present your organisation’s history and main milestones against quality as well as improving activities or innovative actions:

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

Please provide an organisation chart

**The customers and the environment:**

Please describe the external environment, your customers and the markets in which the organisation functions as well as any information considered important for the competition:

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

|  |
| --- |
| **The Organisations Human Capital**  Please give information on the number of employees, educational variation and main categories. |
|  | |
|  | |
|  | |
|  | |
|  | |

**Principal Venues and Installations:**

|  |
| --- |
|  |
|  |
|  |
|  |

**Note**

The total of three existing and one new approach should be linked to activities covering all the 3 Approach Areas of the model.

PREFACE

**Using the guidance of the Lebanese Quality Management Model, please give some general information how your organisation understands and acts upon:**

**AREA 1**

**INFRASTRUCTURE MANAGEMENT**

**1.1 PLANNING OF THE FUTURE**

**1.2 MANAGING VALUABLE RESOURCES**

**AREA 2**

**MANAGING THE HUMAN CAPITAL**

**2.1 LEADERSHIP**

**2.2 PLANNING FOR THE HUMAN CAPITAL**

**2.3 DEVELOPMENT AND MOTIVATION OF HUMAN RESOURCES**

**AREA 3**

**MANAGING PROCESSES AND DELIGHTING CUSTOMERS**

**3.1 MANAGEMENT OF THE OF THE PROCESSES**

**3.2 PRODUCTION AND DELIVERY OF PRODUCTS/SERVICES**

**3.3 FOCUS ON CUSTOMER CARE- DELIGHTING CUSTOMERS**

1st APPROACH

Please describe one approach you have developed and that covers items relevant to chapter/s of the model.

**Title of the Approach**

|  |  |
| --- | --- |
| **Relevant Area/s ………………………** | **Relevant Chapter/s ………………………** |

**Mature Applicable Approach**

**Aligned Approach**

**Activated Approach**

**Reviewed Approach**

OUTCOMES

Please describe the outcomes related to the previous approach presented

***OUTCOME 1***

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ***YEAR 1*** | ***YEAR2*** | ***YEAR 3*** | ***......*** |
| ***Actual measure*** |  |  |  |  |
| ***Benchmark*** |  |  |  |  |
| ***Target*** |  |  |  |  |

***Range***

|  |
| --- |
|  |

***Clarifications***

|  |
| --- |
|  |

***OUTCOME 2***

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ***YEAR 1*** | ***YEAR2*** | ***YEAR 3*** | ***......*** |
| ***Actual measure*** |  |  |  |  |
| ***Benchmark*** |  |  |  |  |
| ***Target*** |  |  |  |  |

***Range***

|  |
| --- |
|  |

***Clarifications***

|  |
| --- |
|  |

**Please describe other outcomes related to this Approach as well as other Approaches linked to these outcomes.**

|  |
| --- |
| **APPROACHES** |
|  |
|  |
|  |
|  |
|  |
| **OUTCOMES** |
|  |
|  |
|  |
|  |
|  |

2nd APPROACH

Please describe one approach you have developed and that covers items relevant to chapter/s of the model.

**Title of the Approach**

|  |  |
| --- | --- |
| **Relevant Area/s ………………………** | **Relevant Chapter/s ………………………** |

**Mature Applicable Approach**

**Aligned Approach**

**Activated Approach**

**Reviewed Approach**

OUTCOMES

Please describe the outcomes related to the previous approach presented

***OUTCOME 1***

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ***YEAR 1*** | ***YEAR2*** | ***YEAR 3*** | ***......*** |
| ***Actual measure*** |  |  |  |  |
| ***Benchmark*** |  |  |  |  |
| ***Target*** |  |  |  |  |

***Range***

|  |
| --- |
|  |

***Clarifications***

|  |
| --- |
|  |

***OUTCOME 2***

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ***YEAR 1*** | ***YEAR2*** | ***YEAR 3*** | ***......*** |
| ***Actual measure*** |  |  |  |  |
| ***Benchmark*** |  |  |  |  |
| ***Target*** |  |  |  |  |

***Range***

|  |
| --- |
|  |

***Clarifications***

|  |
| --- |
|  |

**Please describe other outcomes related to this Approach as well as other Approaches linked to these outcomes.**

|  |
| --- |
| **APPROACHES** |
|  |
|  |
|  |
|  |
|  |
| **OUTCOMES** |
|  |
|  |
|  |
|  |
|  |

3rd APPROACH

Please describe one approach you have developed and that covers items relevant to chapter/s of the model.

**Title of the Approach**

|  |  |
| --- | --- |
| **Relevant Area/s ………………………** | **Relevant Chapter/s ………………………** |

**Mature Applicable Approach**

**Aligned Approach**

**Activated Approach**

**Reviewed Approach**

OUTCOMES

Please describe the outcomes related to the previous approach presented

***OUTCOME 1***

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ***YEAR 1*** | ***YEAR2*** | ***YEAR 3*** | ***......*** |
| ***Actual measure*** |  |  |  |  |
| ***Benchmark*** |  |  |  |  |
| ***Target*** |  |  |  |  |

***Range***

|  |
| --- |
|  |

***Clarifications***

|  |
| --- |
|  |

***OUTCOME 2***

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ***YEAR 1*** | ***YEAR2*** | ***YEAR 3*** | ***......*** |
| ***Actual measure*** |  |  |  |  |
| ***Benchmark*** |  |  |  |  |
| ***Target*** |  |  |  |  |

***Range***

|  |
| --- |
|  |

***Clarifications***

|  |
| --- |
|  |

**Please describe other outcomes related to this Approach as well as other Approaches linked to these outcomes.**

|  |
| --- |
| **APPROACHES** |
|  |
|  |
|  |
|  |
|  |
| **OUTCOMES** |
|  |
|  |
|  |
|  |
|  |

NEW APPROACH

Please describe one new approach you have planned and implemented and that covers items relevant to chapter/s of the

**Title of the Approach**

|  |  |
| --- | --- |
| Relevant Chapter/s ……………………… | Relevant Chapter/s ……………………… |

**Applicable and Aligned Approach**

**Activated Approach**

Describe the content and the purpose of the approach. Describe how this approach is relevant to the Strategy of your organization

Describe in detail the activation process you used,.

Relate each step to specific dates when it was finalized and by whom.

Attach a Gannt chart to show the main steps of the process

**Reviewed Approach**

**Outcomes**

Describe what are the results you expect to obtain by designing this approach and what are the measurements you are going to use to measure successful implementation of the approach and the level of success.

Describe the problems / difficulties you may have encountered during the set up phase of the approach. How you overcame then, and lesson learned

**APPENDICES**

In the next 2 pages, you may insert any chart or figure you believe is relevant to support your application