



To
enhance understanding
on the development and
implementation

...of the EdPEX system

EdPEX workshop:

**“A guide for development
and implementation
towards performance
excellence”**

Second group

on March 19, 2021

By AU Performance Excellence Committee

Workshop: WS1- Leadership

- ❑ **Leadership system to sustain School**
- ❑ **Communication system with your WORKFORCE and with students and other KEY CUSTOMERS**
- ❑ **Environment to engage student, workforce and other customers ENGAGEMENT for HIGH PERFORMANCE**

Workshop: WS2- Strategy

- Strategy Formulation**
- Key work systems and its key strategic objectives and their related goals**
- Strategy Implementation**
- Key measures or indicators to monitor the progress**

Workshop: WS3- Customer Focus

- Customer Segment**
- VOC System**
- Customer Engagement System**
- Customer Relationship System**

WS4- Measurement, Analysis and Knowledge Management

- ❑ Key Measures
- ❑ Key Information at all levels and in all parts of your organization
- ❑ Performance Review System
- ❑ Knowledge Management System to key strategic objectives

Workshop: WS5- Workforce Focus

- Workforce capability and capacity**
- Workforce engagement**
- Workforce development to achieve high performance**

Workshop: WS6- Operation Focus

- Key work system**
- Key work processes**
- Operation management**
- Operation effectiveness measures**

Workshop: WS7- Results

- Product and Process Results**
- Customer-Focused Results**
- Workforce-Focused Results**
- Leadership and Governance Results**
- Financial and Market Results**