

Australian Business Excellence Framework Council Policy

Responsible directorate: Office of the Chief Executive Officer

Objective: To provide a policy framework that:

- aligns the City's leadership and management systems with the *Australian Business Excellence Framework*; and
- establishes the principles and practices for organisational excellence.

1. Definitions:

“Australian Business Excellence Framework” is a nationally recognised leadership and management system that describes the elements essential to organisations sustaining high levels of performance, and is used to assess and improve organisational performance.

2. Statement:

The City of Joondalup is committed to delivering best practice, high quality and efficient services to all stakeholders. The *Australian Business Excellence Framework* provides a systematic approach for continuous review and improvement in all aspects of the organisation.

3. Details:

3.1. Principles:

The *Australian Business Excellence Framework* is based on principles of excellence, considered to be governing laws which underpin the framework and will create an environment for sustainable performance.

3.2. Categories and items:

The principles are interpreted through categories which describe the main elements of best practice and form a structure against which an organisation can review, question and analyse its leadership and management system in the following organisational areas:

- Leadership

- Strategy and planning
- Information and knowledge
- People
- Customer and other stakeholders
- Process management, improvement and innovation
- Results and sustainable performance.

The categories are further categorised into Items which provide specific guidance to organisations on what they must address in order to achieve organisational excellence and long term goals.

An assessment against the framework requires an organisation to demonstrate its approach, deployment, results and improvement for each Item. This learning cycle assists in examining whether an organisation:

- has a structured and systematic approach to planning its strategies, processes and systems;
- implements or deploys them effectively;
- monitors the effectiveness of implementation; and
- incorporates improvement actions into these strategies, processes and systems to achieve best practice across all activities.

3.3. Integration of other business methodologies:

The framework provides an umbrella under which other accredited business initiatives can be implemented. These include initiatives such as *ISO 9001 Quality Management*, *AS/NZS ISO 31000:2009 Risk Management*, and other improvement frameworks or internationally accredited best practice methodologies which the City has implemented to guide specific organisational activities.

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Related documentation:	<ul style="list-style-type: none"> • Australian Business Excellence Framework 2021
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