

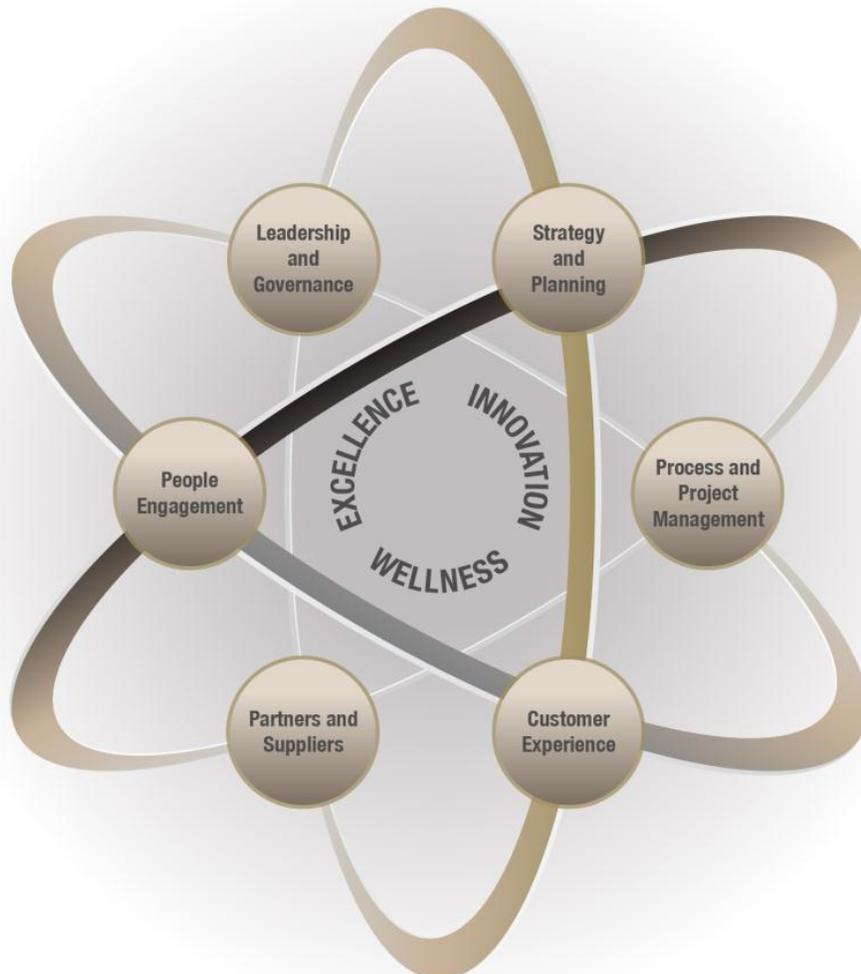


EXCELLENCE CANADA

improving performance, recognizing excellence | améliorer le rendement, reconnaître l'excellence

EXCELLENCE, INNOVATION AND WELLNESS STANDARD

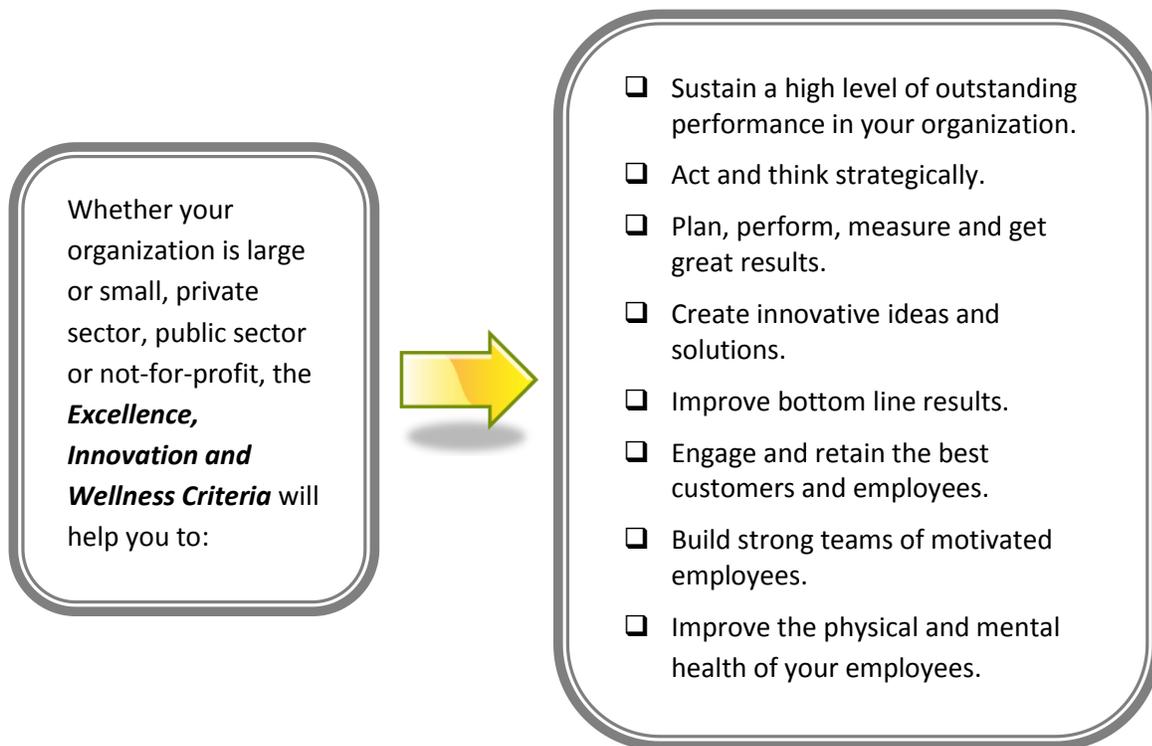
*A comprehensive approach for organizations to implement
excellence, innovation and wellness.*



Introduction to the Excellence, Innovation and Wellness Standard

Excellence Canada's four levels of the **Excellence, Innovation and Wellness Standard** is progressive in scope, building on each other to ensure that organizations can implement and sustain, in a manageable and practical manner, a focus on organizational excellence.

Every organization focused on excellence charts its own course in order to demonstrate progress. This Standard provides an overall implementation model that complements and supports existing frameworks and accreditation systems, as well as provides a key overall strategic umbrella for continuous improvement. This strategic approach helps connect the various frameworks and improvement initiatives in place, assisting the application of practical and manageable ways of building and sustaining a culture of excellence.

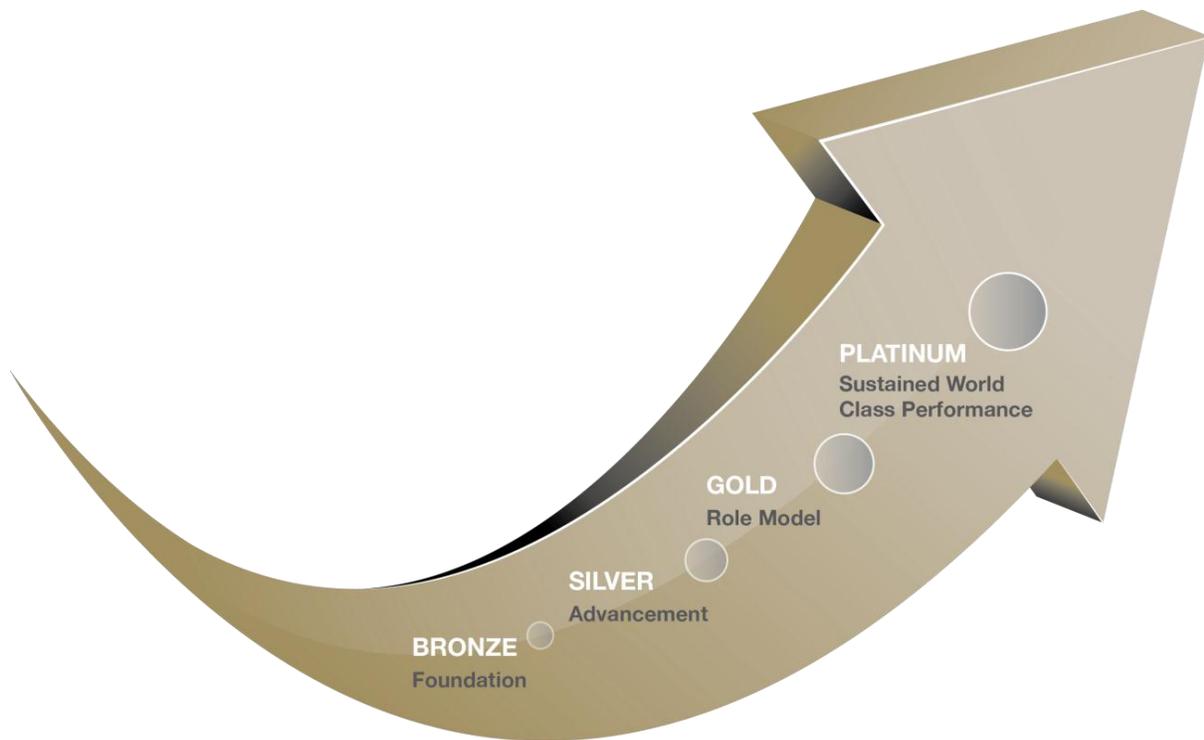


The **Excellence, Innovation and Wellness Standard** serves as a roadmap for organizations in any sector that wish to improve performance in all aspects of the organization. The **Excellence, Innovation and Wellness Standard** was developed by *Excellence Canada* in association with *Excellence Canada* partners and professionals from across Canada. The **Standard's** design is based on research and knowledge pertaining to success factors in the workplace and the experiences and outcomes of successful organizations.

Progressive Excellence Program® (PEP)

The **Excellence, Innovation and Wellness Standard** has been developed in four levels (Bronze, Silver, Gold, and, Platinum) to make it easier for organizations to implement with a staged approach. This program is called PEP (Progressive Excellence Program).

At each of the four levels, *Excellence Canada* requires an application, describing how the organization meets the **Standard** at that level, as well as a site visit. A team of professionals will visit the organization for one or two days, depending on the scope and size of the application. As well, a random sample survey will be required by *Excellence Canada*. The intention of this brief survey is to ensure broad participation at a basic level to support the verification process.



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PROGRESSIVE EXCELLENCE PROGRAM®

Bronze – Foundation

Bronze (Level 1) demonstrates a clear commitment to excellence, innovation and wellness.

- The organization is in the early stages of implementing a long-term strategic focus on excellence, innovation and wellness that promotes good principles and practices as outlined in this **Standard**.
- There is a commitment to continuous improvement with awareness and education on the **Standard**, and using internal and/or external assessment, either in a pilot project or across the organization, to assist the process of establishing priorities for improvement.

The key outcomes of Bronze are:

- Broad team support of the vision, mission, and values.
- Recognition of the importance of embedding excellence, innovation and wellness principles in decision making at all levels of the organization.
- Policy statements related to excellence, innovation and wellness.

This level requires an application plus an Excellence Canada approved assessment. A brief site visit by an Excellence Canada team of professionals will be required as well as the completion of a brief random sample staff survey to be conducted by Excellence Canada.

Silver – Advancement

Silver (Level 2) builds on the commitment and foundation established in Bronze.

- A solid methodology is in place across the organization based on the **Standard**, and has been implemented in key areas.
- The organization is in transition from a focus on “reacting” to issues to a more “proactive” approach.
- Positive results are being achieved from improvement efforts in some areas.

The key outcomes of Silver are:

- A wider understanding by employees of the organization’s strategic approach to excellence, innovation and wellness.
- Strategic and operational plans in place.
- Establishment of baseline indicators, measures and related goals for excellence, innovation and wellness.

This level requires an application plus an Excellence Canada approved assessment. A brief site visit by an Excellence Canada team of professionals will be required as well as the completion of a brief random sample staff survey to be conducted by Excellence Canada. Successful applicants are eligible to apply for a Silver CAE.

Gold – Role Model

Gold (Level 3) builds on the solid implementation of excellence, innovation and wellness established in Silver.

- There is organization wide implementation of the strategic focus on excellence, innovation and wellness through the understanding and application of the **Standard**.
- There is a sound, systematic approach to excellence, innovation and wellness in place.

The key outcomes of Gold are:

- Positive achievements in meeting and exceeding strategic goals.
- An organization-wide focus on excellence, innovation and wellness issues.
- Positive results are being achieved across all drivers, across all areas/departments of the organization.
- Widespread quantifiable improvement as a result of moving from reactive to proactive approaches and practices.

This level requires an application plus an Excellence Canada approved assessment. A brief site visit by an Excellence Canada team of professionals will be required as well as the completion of a brief random sample staff survey to be conducted by Excellence Canada. Successful applicants are eligible to apply for a Gold CAE.

Platinum – Sustained World Class Performance

Platinum (Level 4) builds on the achievements and outcomes from the previous three levels with a focus on establishing sustainable practices.

- The organization has achieved good to excellent results and positive trends from its efforts for overall improvement in excellence, innovation and wellness.
- The organization can clearly identify sustained improvements against specific objectives and goals.

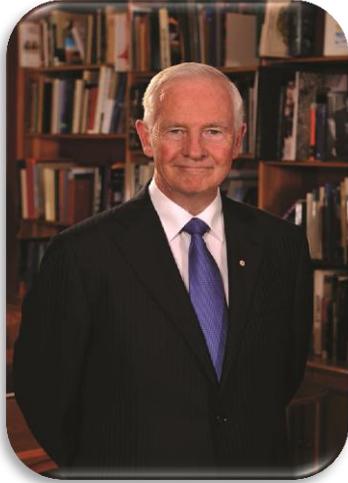
The key outcomes of Platinum are:

- Sound systemic approach to excellence, innovation and wellness.
- Continuous improvement is a “way of life” with full integration into culture and systems.
- Sustained positive improvements in all areas over at least three years (trend data required).
- Organization is viewed as a leader within its sector regarding excellence, innovation and wellness, in terms of knowledge sharing, industry and benchmark leadership and best practices.

This level requires an application plus an Excellence Canada approved assessment. A brief site visit by an Excellence Canada team of professionals will be required as well as the completion of a brief random sample staff survey to be conducted by Excellence Canada. Successful applicants are eligible to apply for a Platinum CAE.

Canada Awards for Excellence (CAE)

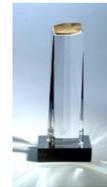
Organizations that successfully achieve Silver (Level 2) are eligible for a SILVER CAE; Gold (Level 3) are eligible for a GOLD CAE; and Platinum (Level 4) are eligible for a PLATINUM CAE.



His Excellency the Right Honourable David Johnston, C.C., C.M.M., C.O.M., C.D., Governor General of Canada is the Vice-Regal Patron of Excellence Canada's *Canada Awards for Excellence*.

Link to the Canada Awards for Excellence

Platinum level – Platinum CAE



Gold Level – Gold CAE



Silver Level- Silver CAE



Bronze level – PEP only (not CAE)



EXCELLENCE CANADA

How can we help you?

Our *Excellence Canada* Certified Coaches are trained and understand how to implement the Principles of Excellence. They are the only people *Excellence Canada* will recommend to help you.

Consulting services available include pragmatic and applied services for:

- Planning for *Excellence Canada's* Progressive Excellence Program® (PEP)
- Program charters
- Implementation plans
- Communication strategies
- Strategic planning
- Process and project management
- Training in all areas of excellence: quality, process improvement, healthy workplace, diversity, and many more
- Training for committees
- Training for leadership
- And more!

Contact an *Excellence Canada* Coach to give you some advice on how to get started today

EXCELLENCE CANADA CONTACT:

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Acknowledgments

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