

Managing For Performance Excellence

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William M. Lindsay is Professor Emeritus of Management at Northern Kentucky University. In addition to co-authoring eight editions of MANAGING FOR QUALITY AND PERFORMANCE EXCELLENCE (including predecessors), he is the co-author of TOTAL QUALITY AND ORGANIZATION DEVELOPMENT.

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An excellence model, such as that provided by the Baldrige Foundation, is one of the forces and facilitators of a highly successful organization transformation. The Criteria for Performance Excellence - or, CPE - model is composed of several key components: leadership; analysis, and knowledge management; strategic planning; customer focus; measurement, workforce focus; operations focus; and finally, the importance of results.

What is Performance Excellence? Criteria for Performance ...

Maximising performance levels from your managers through empowerment; Balancing influencing upwards with the responsibility for performance; Stepping away from micro-management; Developing yourself. Using cognitive, action, relationship and expert skills to succeed in your role; Self-assurance – knowing your purpose and support systems

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Managing for quality and performance excellence in anyone organization calls for the concepts of management to be applied to the scenario in context and that the reason why it worth looking at the functions of management. The first function of management is controlling.

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