Quality and Excellence

YOUR LEGACY WILL CONTINUE

PROFESSOR MOHAMED ZAIRI 1956-2021











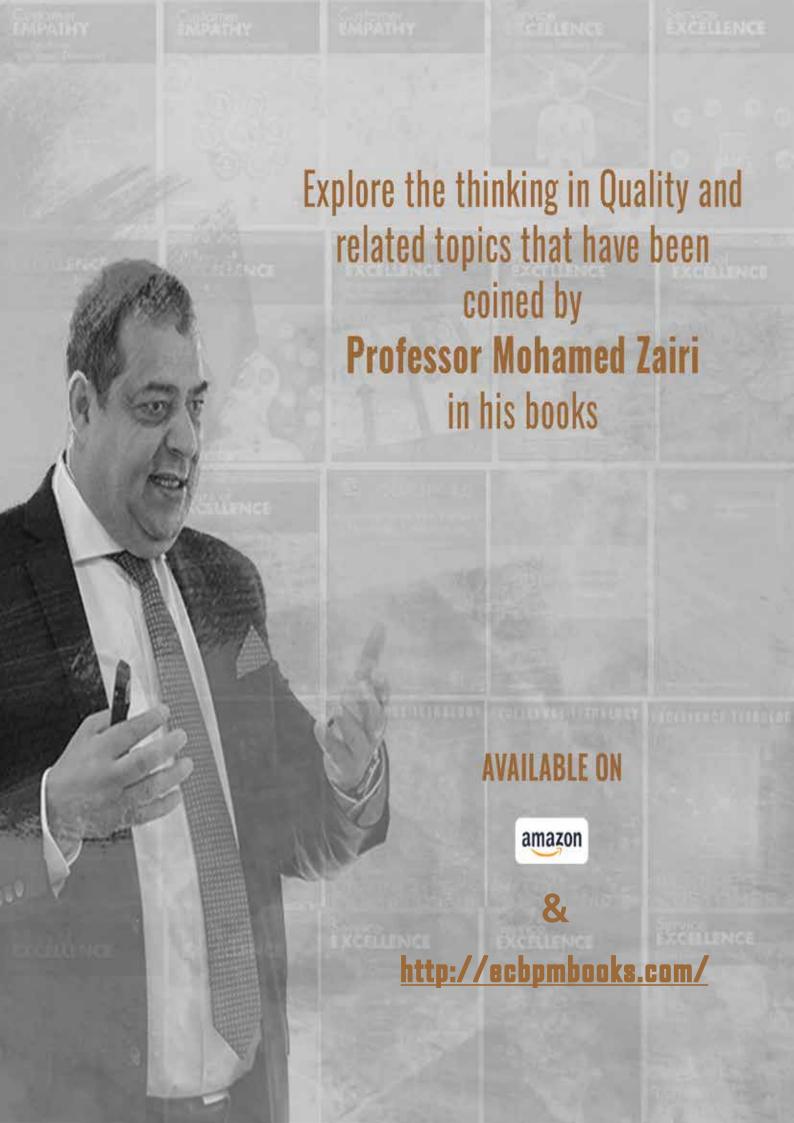
ecognized as a Guru and International Expert in the field of Total Quality and Excellence Management. Professor Zairi has influenced Quality Management Thinking for over 35 years. He was one concept, has published 5 books in this field including the first case study book on benchmarking applications in the World. He is the founder of Benchmarking International Journal which is now in its 27th volume and the founder of Business Process Management Journal now in its 26th year. He was appointed as the first Professor in Best Practice Management globally. He is the only Academician who has written extensively about the role of Quality in all the 4 Industrial Revolutions. His era, and was one of the originators of the concept of Quality 4.0. His most recent books (7 of them) are all prolific scientific publishing efforts has earned him the second highest Google Citation Index (H-Index) in the field of Quality in the World.

Professor Zairi has published over 70 books and 400 scientific papers. He has been recognized international for his unique contributions. He was the recipient of the Lancaster Medal, the Grant Medal from the American Society of Quality (ASQ), the Ishikawa – Harrington Medal from the Asia Pacific Quality Organization (APQO), the Yoshio Kondo Medal from the International Academy of Quality (IAQ), Lifetime Achievements Medal from the Australian Quality Organization (AQO) and several other international recognitions and

Professor Zairi supported the Quality Movement all over the World. He played the role of catalyst through for example, being the Founder of Excellence Yorkshire and now North of England Excellence and acting as a Board Member for many years; acting as a Member of the UK Working Group for the Creation of EFQM; acting as a Member of the Group for the Creation of the British Quality Foundation and as a Founder and Chairman of the European Best Practice Benchmarking Award.





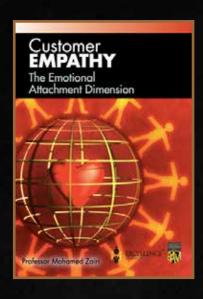


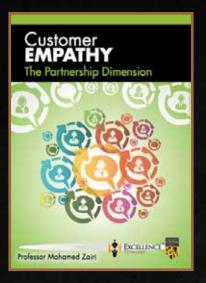
CUSTOMER EMPATHY SERIES

Introduction into the series available on

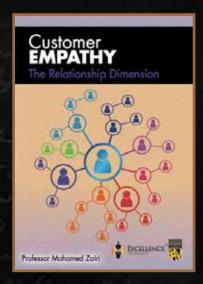
www.youtube.com/watch?v=vY3sX-8LcqY

The Emotional Attachment Dimension The Partnership Dimension





The Relationship Dimension









SERVICE EXCELLENCE SERIES

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A Seamless Delivery Process

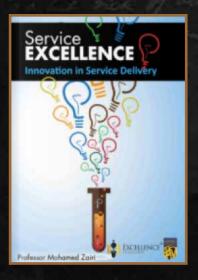
Service
EXCELLENCE
A Seamless Delivery Process
Characteristics

Portugal Makeum d Tald

Channel Management

Service EXCELLENCE Channel management

Innovation in Service Delivery



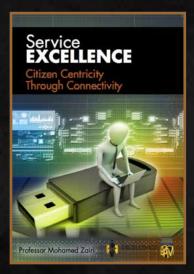
Service Charter and **Standards**



The Empowered
Customer in a Smart
World



Citizen Centric through Connectivity









A Best Practice Model



Customer Experience Measurement



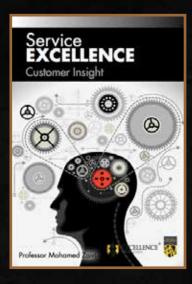
Costing and Efficiency Measurement



Right Design for Perfect Delivery



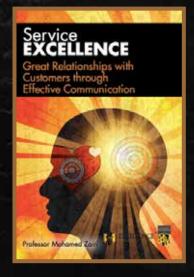
Customer Insight



Building the Right Capacity for Sustainable Delivery



Great Relationships with Customers through Effective Communication







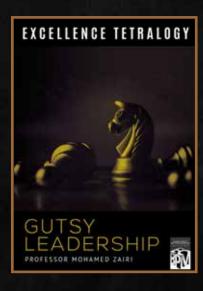


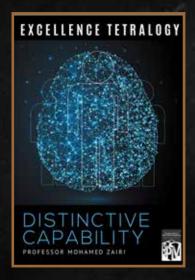
EXCELLENCE TETRALOGY SERIES

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Gutsy Leadership Distinctive Capability





Sustainable Business Inspired Customer









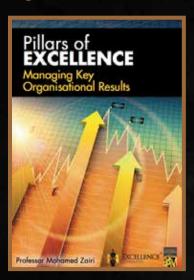


PILLARS OF EXCELLENCE SERIES

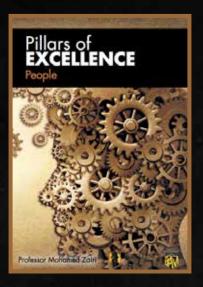
Introduction into the series available on

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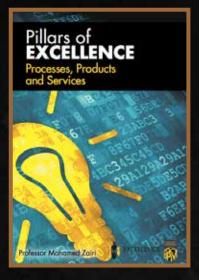
Managing Key
Organizational Results



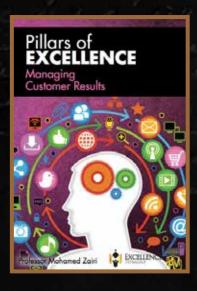
People



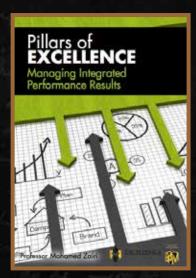
Processes Products and Services



Managing Customer Results



Managing Integrated Performance Results



Managing Society Results





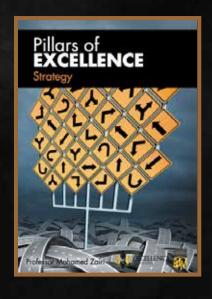


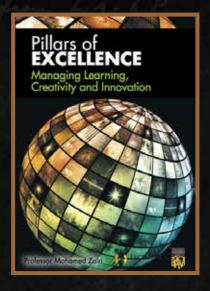


Strategy

Managing Learning
Creativity and
Innovation

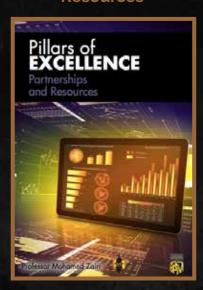
Managing People Results



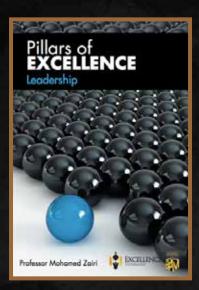




Partnerships and Resources



Leadership









LEADERSHIP OF EXCELLENCE SERIES

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Fuelling Innovative Thinking



Delivering Sustainable Performance



Leadership of Excellence Explained



Emphasising Stackholder Orientation



Building Organizational Capability



Inducing Customer Centricity









Implementing Risk Management



Creating Knowledge Enterprise



Striving for World Class Status



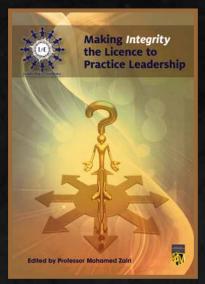
Mastering Change Management



Transforming Organizational Culture



Making Integrity the License to Practice Leadership









Growing Human Capital



Achieving Brand Dominance

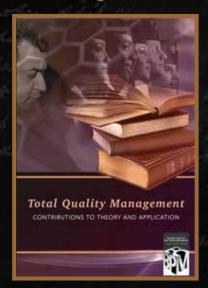


SUITE 2

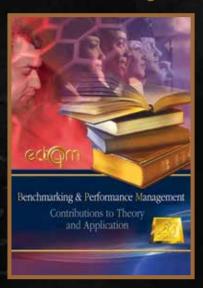
Introduction into the series available on

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Total Quality Management



Benchmarking and Performance Management







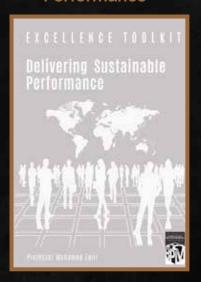


ORGANIZATIONAL EXCELLENCE SERIES

Introduction into the series available on

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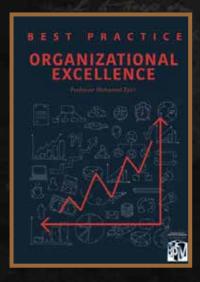
Delivering Sustainable Performance



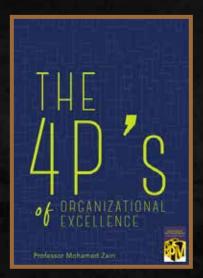
Building Enabling Capability



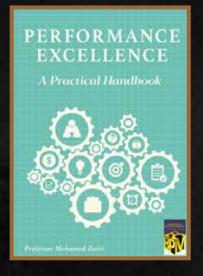
Best Practice Organizational Excellence



The 4Ps of Organizational Excellence



Performance Excellence (A Practical Handbook)







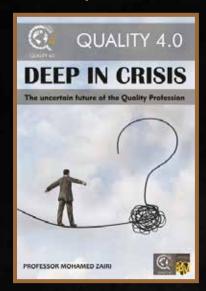


QUALITY4.0 SERIES

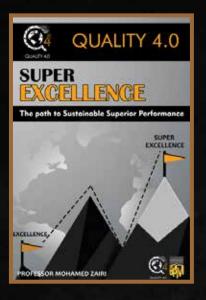
Introduction into the series available on

www.youtube.com/watch?v=09vcDzFdz10

Deep in Crisis



Super Excellence



Leading into the Future through Excellence -An Assessment Guide



Introduction into the book available on

www.youtube.com/watch?v=U32ceGTw3r8&t=1s

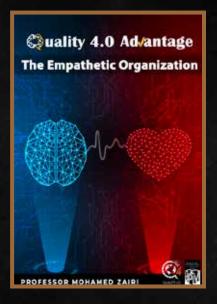






QUALITY4.0 ADVANTAGE SERIES

The Empathetic Organization



Value Driven Performance



Intelligent Customer Experience



High Momentum Organization









IS QUALITY THE SILVER LINING TO OUR CURRENT AND FUTURE CRISES

Introduction into the book available on

https://youtu.be/9ldPbWk2uNk https://www.youtube.com/watch?v=x5nWwds4ZWQ



100 WAYS TO LEAD EXCELLENCE



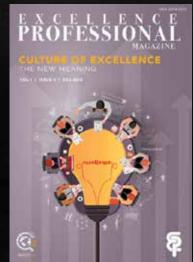


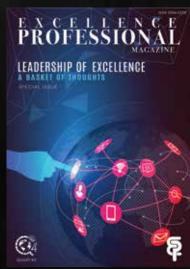








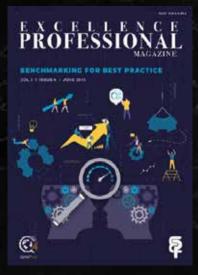


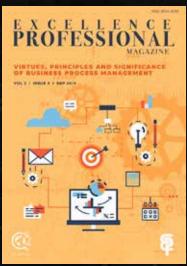


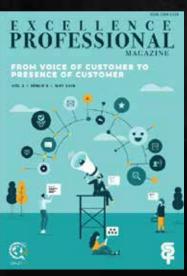








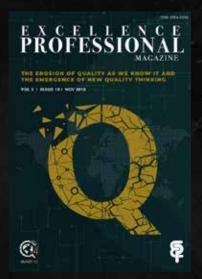




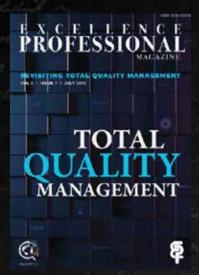


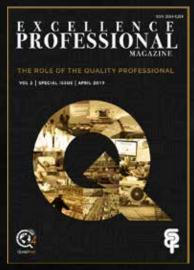














Access Excellence Professional Magazine by Professor Mohamed Zairi covering different themes of emerging concepts and attempts to blend conceptual aspects with case studies and best practices

Quality and excellence professionals can join from any part of the world. To join please follow the below link

www.eli-te.net









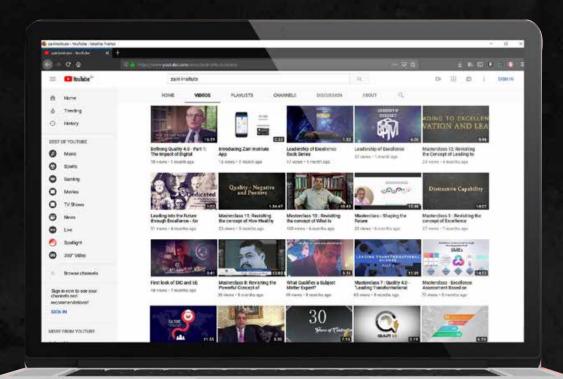
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YouTube zairiinstitute









Series of master classes recorded by Professor Mohamed Zairi

01	History of Quality	02	Innovation Series - I	03	Quality of Life
04	The 4 P'S of Quality	05	Future of Human Capital Management	06	Quality 4.0 - "Value creation in digital era through Digital Transformation" - Part 1
07	Quality 4.0 - "Value creation in digital era through Digital Transformation" - Part 2	80	Quality 4.0 - "Disruption and Value Creation" - Part 3	09	Quality 4.0 - "Leading Transformational Change" - Series 1
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13	Revisiting the Powerful Concept of Benchmarking	14	Revisiting the concept of Excellence Tetralogy - Catalyst for 21st Century	15	Revisiting the concept of What is Excellence?
16	Revisiting the concept of How Healthy is your Business	17	Revisiting the Concept of Leading to Excellence	18	Defining Quality 4.0 - Part 1: The Impact of Digital Disruption on Competitive Forces
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34	DIC Book - Leadership of Disruption - Part 2	35	DIC Book - Leadership of Disruption - Part 3	36	Measurement without Intelligence & Enablement of Decision Making has Zero Value
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