

# TEXAS CONSILIUM BUSINESS EXCELLENCE AWARD

Our Texas Consilium tagline is simple – Improve Your Business™. The complexity comes in its application – for improvement is not a destination and it is never finished. Improvement is a continuous journey -- a journey in the pursuit of excellence.

The biggest obstacle we often encounter when we begin working with a company is the concept of “normal.” To the workers within the business, including many leaders, everything in their business appears “normal.” Their objective is to accomplish today much the same as they did yesterday, and plan to come back tomorrow and do it again. Routines are established. Routines make it easy, and change creates conflict. It’s human nature, therefore, that change and even the thought of change is avoided by many. But there can be no improvement without change.

One of the first steps in any improvement program is to create a vision of the possibilities. Where could we be? What could we accomplish together? What are our dreams? Where do we want to be? A compelling vision will be exciting to some, and effective leaders will become cheerleaders for the rest of the team.

The Texas Consilium Business Excellence Award has been established to help Texans expand their vision of what is possible. Best practices often come from other businesses, in other industries, as a result of different perspectives. As we identify Texas businesses and leaders who are on a continuous improvement journey, we want to recognize their efforts – not only as an award for what they have accomplished, but to establish role models for lessons learned and to inspire others to improve and pursue their own journey of excellence.

## THE CONSILIUM BUSINESS EXCELLENCE AWARD IS BASED ON AN EVALUATION OF SEVEN CATEGORIES OF CRITERIA:

### 1. LEADERSHIP

Senior management leads the company by communicating its mission, values, and strategy to employees, partners, suppliers and customers. Provides a clear vision for the future ensuring sustainable policies and practices.

### 2. CORPORATE STEWARDSHIP

Company exhibits good corporate stewardship, providing a safe workplace for employees, an environmentally positive effect on the local community, and practices good citizenship through community service.

### 3. CUSTOMER SATISFACTION

Effective utilization of voice of the customer to evaluate changing market requirements with key touch points from customer acquisition to product delivery. Utilizes innovation and technology to drive smart product design, velocity to market, and hit cost targets. Particular attention on the measurement of customer satisfaction, frequency, and customer retention evaluation.

### 4. OPERATIONAL EXCELLENCE

Effective process management, continuous improvement, and lean implementation. Addresses data analytics, data collection, includes product design, manufacturing, and delivery.

### 5. EMPLOYEE SATISFACTION

How the company determines job requirements, recruits, trains, empowers, continuing education programs, and retains employees. Examines method and frequency of measuring employee satisfaction.

### 6. STRATEGIC PLANNING

Management processes of how the company sets its strategic direction and determines action plans and strategic initiatives to achieve long term goals. Considers communication plan throughout the organization.

### 7. BUSINESS RESULTS

Analyze corporate scorecards regarding performance in key business areas including customer satisfaction, employee satisfaction, operational performance, corporate stewardship and financial performance relative to peers.

We continually search the State of Texas for organizations and leaders who exemplify business excellence. We would appreciate your recommendations for leaders to recognize and share their experience with others. Please contact us with potential honorees, speakers, panelists and round table nominees. *Let's achieve excellence throughout Texas by working together!*

***By applying these criteria, we are delighted to present tonight our inaugural Texas Consilium Business Excellence Award to Jerry Jones, for his Lifetime Achievement.***

