

COER News & Call for Papers for 5-7 Dec, 2012, World Business Capability Congress, Auckland, NZ

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Hello [COER News](#) readers

16 December 2011

This is a quick note to wish all of you a Merry Christmas and a Great New Year!!!

2011 was an exciting and rewarding year at COER. Next year promises to be even better as we build up to the [World Business Capability Congress, December 5-7, 2012, Auckland, New Zealand](#). If you have not been to New Zealand before then this is an excellent opportunity to combine a world-class conference with a visit to one of the most beautiful and stunning countries on earth!!!

We are now "*Calling for Papers*" – **this is your chance to speak at a major international conference and share your experience, best practices or your leading edge management research. [Submit your Abstract/Bio right now](#)...** Don't miss this one!!

COER's achievements in 2011:

- Completion of a major study to review the Impact of Business Excellence. [This free report](#) shows the impact of business excellence in India, Japan, Singapore, Taiwan and Thailand.
- Conducted research for the Asian Productivity Organisation to develop Business Excellence Awareness and Implementation Guides.
- Completion of [BPIR Best Practice Reports](#) in Knowledge Management, Customer Service Excellence, Target Marketing, Employee On boarding, Customer Satisfaction Management, Leadership Development, Occupational Safety and Workplace Wellness.
- COER's team delivered keynote presentations at the Best Practice Conference for Municipalities (Chile), Business Excellence Conference (Chile), BestPrax Awards (India), International Conference on Modern Approach to Quality & Productivity (Iran), Asia Quality Forum (Kazakhstan), Benchmarking Conference (Kuwait), Global Business Excellence Conference (Singapore), Saudi Benchmarking Network (Saudi Arabia), Fashion Industry Conference (Thailand), International Symposium of Police Best Practices (UAE), International Quality Forum (Uzbekistan).
- [TRADE Best Practice Benchmarking Workshops](#) held in Abu Dhabi, Bahrain, Chile, Dubai, India, Iran, Kuwait, Singapore, Thailand and UK.
- Jürgen Wagner successfully passed his PhD viva and Grant Regan successfully moved from provisional to full PhD registration.
- Four Refereed Journal Papers published:
 - Robin Mann, Dotun Adebajo, Tritos Laosirihongthong and Prattana Punnakitikashem (2011), Awareness and Impact of Business Excellence in Asia. *Total Quality Management and Business Excellence Journal*, Volume 22, Number 11, 1 November 2011, pp. 1237-1258.
 - Mohammad, M, Mann, R, Grigg, N and J. Wagner, (2011). *Business Excellence Model: An overarching framework for managing and aligning multiple organisational improvement initiatives*. *Total Quality Management and Business Excellence Journal*, Vol 22, No.11, 1213-1236.
 - Robin Mann, Dotun Adebajo, Matthew Tickle, (2011), Deployment of Business Excellence in Asia – An exploratory study. *International Journal of Quality and Reliability Management*, Vol. 28 Iss: 6, pp.604 – 627.
 - Jayamaha, N, Grigg, N and Mann, R (2011), Empirical Analysis of the Baldrige Criteria as both an Organizational Performance Measure and a Theoretical Model, *Measuring Business Excellence Journal*, Vol 15, Issue 1, p20-33.
- [Dr Robin Mann was awarded the Harrington/Ishikawa Medal](#) for his contribution to the advancement of quality in the Asia Pacific region
- Benchmarking Partnerships (Australia), International Performance Excellence (Abu Dhabi), Origin Consulting Group (Bahrain), Dubai Quality Group, Institute of Management Consultants New Zealand, Quality Partners Company Limited (Philippines), DGM International (Thailand) C and the Singapore Productivity Association all became formal partners of COER/BPIR in 2011.

Early next year we will produce a full edition of COER News describing our current activities and research. In the meantime, for the latest listing of business improvement news and events go to www.bpir.com.

Here's hoping we all have a very successful 2012!

Best regards

Robin

Dr Robin Mann, Director, Centre for Organisational Excellence Research (COER), Massey University, and COER Limited, New Zealand. Tel: 64-6-350-5445. E-mail R.S.Mann@massey.ac.nz. Website: www.coer.org.nz. Chairman, Global Benchmarking Network, www.globalbenchmarking.org. Director, BPIR.com Ltd, www.BPIR.com – the resource for benchmarking, best practices, performance measurement, business excellence and general performance improvement.

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