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| <b>Course Title</b>        | <b><i>Benchmarking</i></b>  |
| <b>Course Objective</b>    | <p><b><i>Benchmarking</i></b>: is the process of identifying, understanding, and adapting outstanding practices from other organizations to help your organization improve its performance.</p> <p>The purpose of this course is:</p> <ol style="list-style-type: none"> <li>1. To understand the basic concepts of benchmarking</li> <li>2. To enable participants to be able to compare their current performance with the benchmarking organisation in a disciplined manner and then identify gaps and develop an action plan for enhancing own performance</li> </ol> |
| <b>Course Brief</b>        | <p>The course is designed to introduce participants to understand the concept of Excellence in line with the European Foundation for Quality Management (EFQM) Excellence model.</p> <p>The participants are then introduced to the concept of benchmarking which enable them to make comparisons in a structured and disciplined manner. The course also helps participants to develop templates for the purpose.</p> <p>Finally there are exercises to conduct class room benchmarking to better understand the concepts learned.</p>                                   |
| <b>No. of Days</b>         | 1 Day   |
| <b>Proposed Timing</b>     | 8:30 am – 2:30 pm   |
| <b>Who Should Attend?</b>  | Senior managers, Quality Specialists, and those planning for overseas company visits and or conferences   |
| <b>No. of participants</b> | Min 8, Max 14   |
| <b>Certificate</b>         | Certificate issued by Shawqi Sajwani Quality Consultants  |
| <b>Faculty</b>             | Shawqi Sajwani  |
| <b>Course Conducted By</b> | Shawqi Sajwani Quality Consultants  |

## Meet Your Faculty



**Shawqi Hamdan Sajwani** is a UAE national and an independent consultant in the field of Organizational Excellence. Prior to this position he was the Group Director, Business Excellence at Dubai Holding.

## Education & Qualifications

- 1- Bachelors degree in Industrial and Systems Engineering from Georgia Institute of Technology, USA)
- 2- Masters in Quality Management from the University Of Wollongong, Australia
- 3- Graduate of Executive Development Program from IMD, Switzerland
- 4- EFQM master class
- 5- EFQM approved Advisor
- 6- EFQM Licenced trainer for Journey to Excellence (J2E) & Leaders for Excellence (L4E)

## Work Experience

Mr. Sajwani started his career at General Motors in the USA. He then joined Dubai Aluminum Co. Ltd. (Dubal). During the 20 years (1985-2005) tenure at DUBAL he progressed from trainee to the position of Senior Manager. He played a leading role in the development Dubal and its expansion plans. His positions included Manger, Industrial Engineering, Manager, Training & Development, Manager Quality & Continuous improvement and Manager Health Safety & Environment. He led the complete Dubal operations to ISO 9000 series of certifications and the development of a world class Employee Suggestion Scheme.

Mr. Sajwani served as the Chairman of Dubai Quality Group during 1999 and 2000 and is currently the honorary member on the board.

In 2005, Mr. Sajwani joined Dubai Holding (DH), As Group Director Business Excellence; his role was to establish Excellence Strategy for DH Corporate office. He was also responsible to cascade, monitor and validate the implementation across its business entities, this included; Strategic development and implementation of DH Excellence Award Program and the HSE management program and to drive and support integration of Business Excellence within the organization's business model.

Mr. Sajwani has conducted EFQM assessment in a wide range of companies and was a on the Jury of Dubai Government Excellence Program during 2008.