



BUSINESS EXCELLENCE CASE STUDY

TASMANIAN ALKALOIDS
2007 Business Excellence Award Winner - Gold

**MAKING THE BUSINESS EXCELLENCE
FRAMEWORK WORK**

March 2007

Executive Summary

Tasmanian Alkaloids selected the Business Excellence Framework because it is a proven world-class best practice framework. Participation in the awards process has enabled the organisation to measure its performance against some of the highest standards of business excellence. Through management review and prioritisation, many improvements have been initiated with the outcome being improved synergy to achieve the overall business objectives

Background of the Client

Tasmanian Alkaloids operates a global business based on agricultural production and processing of poppies in Tasmania. Mastering complexity, interdependent partnering and planning forward over several years are essential processes in a business based on an agricultural cycle.

The Business Excellence Framework has been used for several years as a tool to assess and improve the performance of leadership and management systems to achieve outstanding success and sustainability, relevant to the changing needs of stakeholders.

Situation

Tasmanian Alkaloids runs the business to serve the customers and is committed to meeting its obligations to stakeholders. Values are reflected in five critical success factors: *Focus on Customer Satisfaction; People, Culture & Leadership; Competitiveness, Regulatory Compliance and Growth Through Innovation.*

The framework provides an excellent and complimentary tool for creating a constructive dialog around the business, aligning and sustaining a strategic focus on the values and short and long-term objectives of the business.

Key Outcomes

Application of the Framework has resulted in improved business results through achieving excellence in all areas of the organisation.

SAI Global Solution

Participation in the awards process has enabled the organisation to measure its performance against some of the highest standards of business excellence. Formal assessment provides management with valuable feedback for improvement that is used to continuously build a stronger business capability.

Results

Several cycles of this process have occurred, where many strengths and opportunities for improvement have been identified. Through management review and prioritisation, many improvements have been initiated under the ADRI cycle. The outcome has been improved synergy to achieve the overall business objectives and higher ABEF category scores.

Acknowledgements

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About Us

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