

EXCELLENCE

Excellence is never an accident. It is achieved in an organisation or institution only as a result of an unrelenting and vigorous insistence on the highest standards of performance. It requires an unswerving expectancy of quality.

Excellence is contagious. It infects and affects everyone in the organisation. It charts the direction. It establishes the criteria for planning. It provides the zest and vitality to the organisation. Once achieved, excellence has talent for permeating every aspect of the life of the organisation.

Excellence demands commitment and tenacious dedication from the leadership of the organisation. Once it is accepted and expected, it must be nourished and continually reviewed and renewed. It is a never-ending process of learning and growing. It requires a spirit of motivation and boundless energy. It is always the result of creatively conceived and precisely planned effort.

Excellence inspires; it electrifies. It potentialises every phase of the organisation's life. It unleashes an impact which influences every programme, every activity, every person. To instill it in an organisation is difficult: to sustain it, even more so. It demands adaptability, imagination and vigour. But most of all, it requires from the leadership a constant state of self discovery and discipline.

Excellence is an organisation's lifeline. It is the most compelling answer to apathy and inertia. It energises a stimulating and pulsating force. Once it becomes the expected standard of performance, it develops a fiercely driving and motivating philosophy of operation.

Excellence is a state of mind put into action. It is a road-map to success. When a climate of excellence exists, all things come easier.

Excellence in an organisation is important....

... BECAUSE IT IS EVERYTHING.

Author Unknown.