

**GLOBAL EXECUTIVE WORKSHOPS FOR
INNOVATIVE ORGANIZATIONAL TRENDS TO DEVELOP BUSINESS PRACTICES
AND APPLICATIONS ACCORDING TO THE EFQM**

I. PROGRAM OVERVIEW

Organizer: Visiting International Professional Program (VIPP) at Michigan State University (MSU), USA.

Participants

- Practice Leadership in TVTC

Program Components

- Instruction and Training
- Professional Meeting/Visit

Workshop Dates

- Group 1: 25 September 2017 for 1 week (12 participants)
- Group 2: 09 October 2017 for 1 week (12 participants)

Workshop Location

- Michigan State University, East Lansing, Michigan, USA

Hotel Information

- Residence Inn Marriott East Lansing (<http://www.marriott.com/hotels/travel/lanel-residence-inn-east-lansing>) – 1 Bedroom Suites

II. PROGRAM DESIGN

Instruction and Training

The workshop will provide a series of instructional and training components in cooperation with MSU faculty members. The customized setting of the instructional activities will ensure the program participants are exposed to innovative organizational trends in the global context.

Topics to be covered:

1. New transformations and their impact on business organizations

- Challenges facing contemporary organizations
- The importance of facing the challenges of the future
- The reality of management practices in Arab business establishments
- Leadership skills and administrative balance
Organizational leadership is one of the weapons of administrative excellence

2. Total Quality Management (TQM) - one of the innovative ways to improve business processes

- Quality strategy

- Total Quality management defined
- Why Total Quality?
- Requirements for the application of TQM. Capture the 14 points
- Barriers to TQM
- What should be avoided so as not to fail in the application of quality management.
- Eight lessons to learn
- the philosophy from which these lesson is learned
- Moving towards the philosophy
- TQM: A political the philosophy

3. Total Quality Management and Organizational Change

- Old and modern quality rules
- TQM is organizational change
- The seven's approach
- Strategy
- Structures
- Systems
- Staff
- Skills
- Style
- Shared value

4. Excellence Model Criteria (EFQM)

- The first criterion – leadership
- The second criterion - Policies and Strategies
- The third criterion - human resources
- The fourth criterion – resources
- The fifth criterion – Operations
- The sixth criterion - Results of dealers
- The seventh criterions - Community results
- The eighth criterion - human performance results

5. Key elements of Excellence Management models

- Results Orientation & Customer Focus
- Leadership & Constancy of Purpose
- People Development & Involvement
- Learning, Innovation & Improvement
- Public Responsibility
- Partnership Development

6. Sixth unit

- Administrative process and simplification of practical procedures
- Organization, policies and procedures for streamlining business
- The concept and importance of simplifying procedures in institutions

- Administrative organization as an integrated process and its relationship to the dimensions and components of the administrative process in its concept
- Recent trends and concepts and their impact on the traditional concepts of organization
- Organizational structure and methods of analysis and identify areas of strength and weakness
Organization and methods (importance, objectives, tasks)

7. Seventh unit

- Human aspects of organization and methods
- Administrative Organization and the Five-Organization Organization
- Simplify procedures and flow stages of the current procedure
- Ways to increase production and raise productivity
- Identify procedures to simplify
- Streamlining procedures to increase productivity
- Design models to control performance and develop business methods

8. Eight unit

- Applying of the European Model of Excellence in Institutional Performance (EFQM 2010)
- The eight orbital concepts of the European Performance Excellence Model (EFQM 2010)
- European Performance Standards (EFQM)
- RADAR results and results assessment methodology

Professional Meeting/Visit

In addition to the lectures at MSU, the program will arrange a professional visit in order to complement the training sessions and to expose the participants to actual facilities and programs at Lansing area. A specific name of agency and a schedule of visit will be determined after consulting with a relevant party. Potential agents will include:

- Michigan Department of Technology, Management and Budget
- Henry Ford Community College

III. MAIN TRAINERS

Dr. Tobias Schoenherr, Associate Professor of Department of Supply Chain Management

His research expertise are on buyer-supplier relationships in the supply chain, especially within the context of the constant push for innovation, and the impact of technological advances, sustainability and globalization.

Tobias Schoenherr is an internationally renowned and award-winning scholar and teacher focusing on the area of sourcing, with a particular interest in buyer-supplier relationships. He has published 57 papers in peer-reviewed academic journals, such as the *Journal of Operations Management*, *Production and Operations Management*, *Management Science*, *Decision Sciences*, the *Journal of*

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Business Logistics, and the *Journal of Marketing Research*. Several of his papers were recognized as some of the best in the respective journals.

His overall research excellence has further been recognized by numerous awards and fellowships, including MSU's Teacher-Scholar Award (2013) and the Broad College's John D. and Dortha J. Withrow Endowed Emerging Scholar Award (2010). He received the Doctoral Dissertation Grant by the Institute for Supply Management (ISM), as well as its Senior Research Fellowship (2009-2010). Dr. Schoenherr further received several recognitions for his teaching excellence, such as MSU's Lilly Teaching Fellowship (2010-2011), the Richard J. Lewis Quality of Excellence Award (2011) and the Michigan Campus Compact Faculty/Staff Community Service-Learning Award (2012),

Dr. Schoenherr is Associate Editor for the *Journal of Operations Management* and *Decision Sciences*, and serves on the Editorial Review Boards of several other journals, including *Production and Operations Management*, the *Journal of Business Logistics*, the *Journal of Supply Chain Management*, and *IEEE Transactions on Engineering Management*. He further has been active in several professional associations, such as DSI, POMS, ISM and APICS. For example, he served as the Associate Program Chair for the 2011 DSI Annual Meeting, as the Proceedings and Program Book Coordinator for the 2012 and 2013 POMS Conferences, as the president of the Midwest Decision Sciences Institute, and on the Board of Directors for the Greater Detroit Chapter of APICS. Dr. Schoenherr holds a Ph.D. in Operations Management and Decision Sciences from Indiana University, Bloomington, from where he also obtained his B.Sc. and M.B. He also holds a Diplom-Betriebswirt (FH) from the European School of Business, Reutlingen University, Germany, and is an APICS Certified Supply Chain Professional (CSCP).

Dr. Keith Niblett, Professor/Assistant Director of Executive Development Programs

Keith joined Executive Development Programs at The Eli Broad Graduate School of Management, Michigan State University, Lansing, on February 1, 2009. In this role, focusing on Customized and International programs he is working on whole program design, marketing and sales, teaching and support, continuous improvement and strategic geographic and portfolio development. Firstly an English and a Masters Music graduate, Keith was involved in the media industry for the first twenty years of his career. He held senior executive and directing positions in the regional and national press, in radio and magazines. This part of his career enabled him to live in Hong Kong, the USA and Canada, Australia and Singapore and France. Whilst working in the media, Keith passed a post-graduate Masters degree in Management Studies, and a Masters level degree in Marketing, Marketing Behavior and Marketing Strategy. He joined BET, the Industrial Services conglomerate, in 1989, and was responsible for the strategy formulation, implementation and resulting development needs of their seventy companies' world-wide. During this period he worked with the construction, oil and gas, hiring, out-sourcing, transport, manufacturing and cleaning industries in the Americas, Europe, Mid East, Australasian and Asian sub continents.

Keith was appointed to the consulting faculty of the PA Management Development Practice at Sundridge Park Business School in August 1996. As a Managing Consultant, he utilized his skills in Strategy, Leadership, Management, Marketing and Brand development techniques to develop programs, lecture and to consult with clients in the software, IT, telecom, building, oil and gas, banking, builder's merchanting, specialist retailing, transport, public agency, and manufacturing

market sectors in UK, Europe, Asia, North and South America.

He was appointed to the Organizational Development Arena at Cranfield University School of Management in April 2001. He was Client Partner and Director for customers from the insurance, banking, trading, manufacturing, retail, IS/IT, telecom, and extractive industries. This work includes client business in the US, Canada, Australia, China, India, Russia and most Euro countries. He directed designed and lectured a number of corporate client programs and on the Cranfield MBA and MSc Marketing, in Marketing and Sales Strategy, Sales Techniques, Key Account Management, Leadership, Decision Making and Management Skills.

Keith joined Thunderbird, the then Garvin School of International Management (now School of Global management) in Glendale, Arizona, in February 2005 as Assoc. VP, responsible for Global Partnerships, Executive Education, Open Program Enrollment, Online Programs and Thunderbird Consulting. Was also Senior Faculty, Specializing in Marketing Strategy, Customer Engagement Strategy, Sales Strategy, Key Account Management, Implementing and Leading Strategy and Global Mindset. His close client relationships were from the Oil and Gas, Information Systems, Information Technology, International Banking and Insurance and Global Manufacturing Sectors. He acquired much knowledge in relation to global management and mindset, global business, global business intelligence, entrepreneurship and marketing into overseas geographies.

Keith also is Chairman of the Board of a fast growing US National Home Owners Association services company, and a senior Board member of a New York based international manufacturing and marketing company, which has over twenty manufacturing units in every major continent in the world.

IV. PROGRAM COORDINATOR AND QUALITY ASSURANCE PLAN

Dr. Kiwon Kang, Professor and Academic Advisor/Coordinator of the Visiting International Professional Program (VIPP: www.vipp.isp.msu.edu) in International Studies and Programs, will be the Program Coordinator. VIPP offers a customized Global Executive Workshop (GEW), which contains content training, on-site visits & professional meetings, and cultural enhancement. Participants engage in intensive classes, special lectures, group discussions and seminars as well as field visits and professional meetings. Participants included professionals from South Korea, China, Malaysia, Indonesia, Thailand, Turkey and Saudi Arabia, in various fields including Higher Education Administration, Science Education, Teachers Training, TESOL, Law, Business and Human Resource Management, e-Government and ICT (Information, Communication & Technology), Government Performance Management, Social Service, Leadership and Management, Urban Planning & Sustainability, Journalism, Labor Relations, and Agricultural Food Science. For about 15 years working at VIPP, he has extensive experience in not only short term GEW, but also long-term programs for government officials, private sector representatives, and faculty.

Quality Assurance Plan

MSU is committed in offering the best quality education, training and capacity building programs. As the MSU training team well experienced in offering programs to international visitors, they fully understand that programmatic content must sometimes needs to be adjusted to meet the needs of the international participants. Dr. Kiwon Kang (Program Coordinator) and his assistants have extensive experience working with visiting scholars to offer programs that are interactive and provide hands-on

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practical experience using the real world case studies. For this program, the MSU team will work closely with Division of International Cooperation in TVTC before and during the program to ensure that their needs, requests and goals have been incorporated into the program. Once the program ends, the MSU team will perform evaluation as planned to ensure all components are being correctly implemented and executed.

V. PROGRAM SCHEDULE

(Schedule is for 1st group cohort; 2nd group cohort will follow same layout with corresponding dates.)

Dates	Program Activities	Location
Day 1 Sunday Sept. 24	Arrival at Detroit Airport Transfer to East Lansing; Check in Hotel	KSA → Detroit → East Lansing
Day 2 Monday Sept. 25	Orientation & Welcome (AM)	East Lansing
	Instruction/Training (AM)	
	Instruction/Training (PM)	
Day 3 Tuesday Sept. 26	Instruction/Training (AM)	East Lansing
	Professional Meetings/Visits (PM)	
Day 4 Wednesday Sept. 27	Instruction/Training (AM)	East Lansing
	Instruction/Training (PM)	
Day 5 Thursday Sept. 28	Instruction/Training (AM)	East Lansing
	Professional Meetings/Visits (PM)	
Day 6 Friday Sept. 29	Instruction/Training (AM)	East Lansing
	Instruction/Training (PM) - Reflection	
	Program Certificate Ceremony/Evaluations (PM)	
Day 7 Saturday Sept. 30	Travel to Detroit Airport Return to Saudi Arabia	East Lansing → Detroit → KSA