BUSINESS EXCELLENCE MODELS AND APPROACHES
– A CONCEPTUAL STUDY

MR. VENITH VIJAY. M*; MS, VERONICA. E**; DR. R. INDRA DEVI***

*RESEARCH SCHOLAR
VIT BUSINESS SCHOOL, VIT UNIVERSITY, VELLORE
TAMILNADU, INDIA.

**RESEARCH SCHOLAR
VIT BUSINESS SCHOOL, VIT UNIVERSITY, VELLORE
TAMILNADU, INDIA.

***ASSOCIATE PROFESSOR
VIT BUSINESS SCHOOL, VIT UNIVERSITY, VELLORE
TAMILNADU, INDIA.

ABSTRACT

Business Excellence (BE) is about developing and strengthening the management systems and processes of an organization to improve performance and create value for stakeholders. BE is much more than having a quality system in place. Business Excellence Models (BEMs) were first called Total Quality Management models. Today they are usually referred to as Business Excellence Models – this term helps to communicate the importance of “excellence” in all aspects of a business, not only product and process quality. This study aimed at understanding the various Business Excellence Models and approached used by various organizations for deploying Business Excellence Models in their organizations.


REFERENCES


