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| **THE RP5 MODEL**  *Developing Organizational Excellence* |

This framework has evolved during the last thirty years – in fact some of the thinking around it was developed in the 1990’s as part of the initial quality and excellence work. The model embraces the concepts of most national models for excellence (EFQM, Baldrige, Canadian Awards) as well as leading practices such as the Toyota Management System[[1]](#footnote-1).

**Why RP5?**

**CONTINUAL**

IMPROVEMENT

**PERFORMANCE**

**PROCESS**

**MANAGEMENT**

**PEOPLE AND**

**PARTNERS**

**ORGANIZATIONAL CULTURE**

**PASSION**

**FOUNDATIONAL PURPOSE AND BELIEFS**

**MISSION / VISION AND VALUES**

The goal is simplicity; just focusing the key foundational aspects of what an effective organization concentrates on to achieve its goals and objectives.

**What is the “R”?**

Everything starts with “Reflective Leadership.” Leaders, who have an accurate awareness of self, understand how they interact with others – and constantly reflect upon “is there a better way?”

**Why P5?**

Two reasons – firstly there are five key aspects to the management model that create the foundation for organizational structure and activity. Purpose, Passion, People, Process and Performance.

Secondly every organization wants to be “the best of the best” at what it does – so a score of 5 / 5 is the target.

***For more information see the following page.***

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| **Leader is Reflective** | **R**eflective of self as well as organizational capacity, capability and execution | Self-aware; seeks input; knows personal strengths and areas to seek help and support. Challenges organizational status quo; works with facts; engages and shares |
| **Leader focuses on 5P’s** | **P**urpose | Engaged in organizational vision and values and translates intent into action; clear understanding of foundations of service management; understands critical balance of task and relationships |
| **P**assion | Guardian of the organizational values in practice; driven by commitment to serve; has a passion for engaging others and serving the public; able to “work the system” to constantly improve all aspects of work. |
| **P**eople | Stimulated by the challenge of engaging the workforce as a team to convert plans into action; energized by the diversity of human nature and behaviour; exercises power through people not over people; seeks to enable success and serve |
| **P**rocess | Understands importance of defined process but able to focus on “doing what makes sense” and challenging status quo; willing to take risk to try new approaches; encourages staff to “go the extra mile;” views process from perspective of client in areas such as access to and timeliness of service |
| **P**erformance | Understands need for effective outcomes and clear accountability; holds self-accountable for units performance; seeks and uses “fact based management;” shares information with others; seeks constant improvement in all areas of effectiveness |
| **Knows importance of “5”** | **5** Driven to achieve highest levels of client satisfaction | 5/5 rating in satisfaction as the goal “5 out of 5 is where we strive” |

1. In no situations are these references endorsements of these organizations. [↑](#footnote-ref-1)