



COMPANY PROFILE



ISO 9001:2008 Certified Company

excelledia



gibson

Associates & Strategic Alliances:



Who we are

Excelledia Quality Consulting is a leading business process improvement and management consulting firm, helping organizations to be significantly more efficient, effective and financially profitable.

We provide best practices business optimization solutions to implement address process, technology & organizational improvements.

Excelledia facilitates, enhanced competitiveness through multi-faceted interventions leading to Business Improvement through consulting, people, process and operational assessments, benchmarking and resource provisioning through Quality Outsourcing.

We carefully select our consultants in order to offer our customers foremost quality of expertise together with extensive experience of industry practices. Our consultants have substantial track record of executing major consulting assignments involving organization wide deployment, multi geography, and on the advisory mode for continuous process improvement.

Over 100 organizations, including all major Q Companies trust Excelledia as their Training/Consulting Partner.



Our Services



TRAINING

Focused on Business Optimizations and Improvement Principles



CONSULTING

Focused on helping Organizations towards their journey of deploying Best Practices for Business Excellence



OUTSOURCING

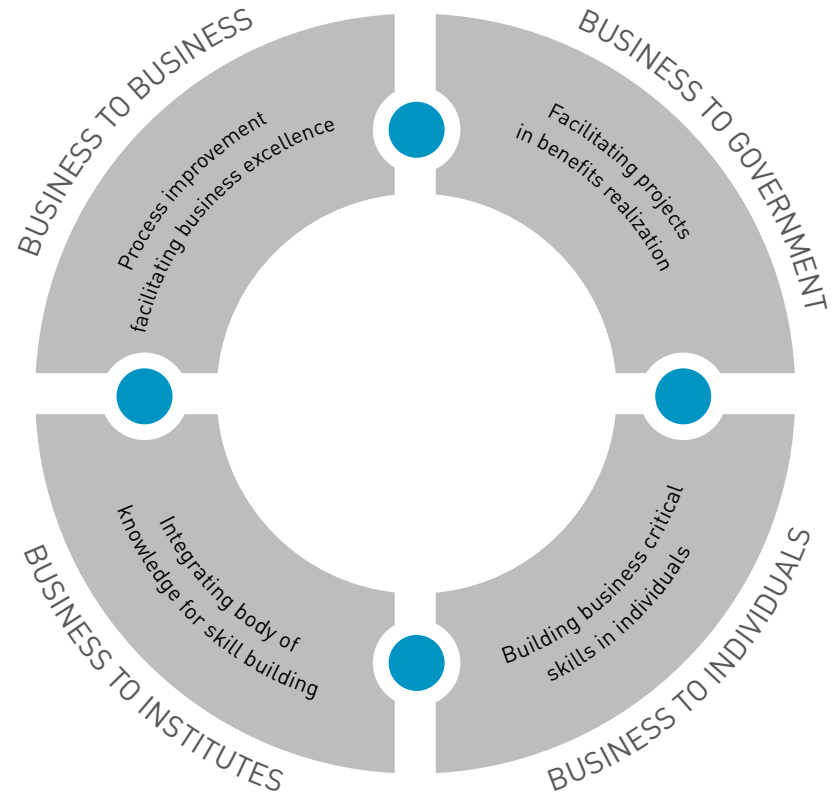
Focused towards helping Organizations towards Capacity Building



3000+
professionals
trained in last
two years

excelledia[®]

Market Segments





Network of
over 100+
Certified
Trainers

Training Offerings

ISO Management Systems

- ISO 9001 – Quality Management System
- ISO 14001 – Environment Management System
- OHSAS 18001 – Health & Safety Management System
- ISO 22000 – Food Safety Management System
- ISO 17025 – Laboratory Management System
- ISO 22301 – Business Continuity Management System
- ISO 31000 – Enterprise Risk Management System
- ISO 20000 – IT Service Management
- ISO 27001 – Information Security Management System
- ISO 28000 – Supply Chain Security Management System
- ISO 10002 – Customer Satisfaction Complaint Management System
- ISO 10015+ Training Quality Management: Guidelines for Training
- ISO 29990 Education & Training (Learning & Development)

For all the listed standards, we offer the below trainings

- Awareness Training
- Implementation Training
- Internal Audit Training
- IRCA Accredited Lead Auditor Training

Food Safety

- CIEH-UK Food Safety Courses
- HACCP
- Local Legislation

Business Excellence

- **CMMI- Capability Maturity Model Integration**
- **EFQM**

Trainings Offered

- Basic Assessor Training
- Internal Assessor Training
- EFQM Assessor Training
- Master Assessor Training

Business Process Improvement & Business Strategy

- Introduction to Lean Six Sigma
- Lean Six Sigma Green Belt
- Lean Six Sigma Black Belt
- Master Black Belt
- Lean Healthcare
- Lean Warehousing
- Enterprise Risk Management
- Enterprise Performance Management
- Project Management
- Balanced Scorecard
- Business Process Management

Wilson Learning Sales Training

- Sales Effectiveness
- Leadership Effectiveness
- Individual Effectiveness

Language Courses

- Business Writing
- Technical Report Writing
- Business English

Management & Leadership

- Business Continuity Management System
- Innovative Problem Solving & Decision Making
- Leading High Performance Teams
- Strategic Thinking, Planning & Execution (Balanced Scorecard Approach)
- Supervisory Management Skills

Soft Skills

- Negotiation Skills
- Customer Service
- Conflict Management
- Communication Skills
- Presentation Skills

HSE-Health, Safety & Environment

- NEBOSH IGC
- NEBOSH OIL GAS
- NEBOSH Environment Diploma
- NEBOSH International Diploma
- IOSH
- CIEH
- First Aid
- Defensive Driving Courses
- HAZOP-HAZID
- Safety Officer Course
- Construction Site Specific Course
- Qatar Construction Standards



Training Approach

CONTENT CREATION

- Assess industry development & identify new course
- Prepare course material & delivery through multiple channels
- Continuously audit & upgrade existing courses

SOLUTION DEVELOPMENT

- Identify & Analyze customer needs
- Design solutions aligned to industry standards

DELIVERY

- Host workshops
- Evaluation of candidates
- Obtain feedback & customer satisfaction score, provide inputs in solution development program

Benefits of Workforce Development through Training & Certification

- Certification for Career Progression
- Increased Productivity & Performance of the Workforce
- Focused Training Spends
- Improved Credibility with Clients & Partners
- Benchmark for Hiring & Promotion
- Build Organization Quality Culture
- Attrition Control and Retention



A photograph of four business professionals (two men and two women) sitting around a conference table in a bright office setting. They are all smiling and looking towards the camera. The man in the center has his hands clasped. There are glasses of water and papers on the table.

80% of the Qatar's
Leading Companies,
benefits from Excelledia's
learning platform, for
workforce development



Consulting Services

Excelledia is a trusted consulting partner to organizations of all sizes from small to start-ups to large, complex Fortune 500s.

Excelledia works with organizations across various industries, for enterprise-wide deployment of process improvement and quality initiatives using various models like ISO Management System, Lean Six Sigma, Project Management from PMI, Risk Management, HSE to name a few.

Excelledia has designed its offerings, to help organizations align their strategic objectives with day-to-day business and operational goals. Our services aid companies to reduce cycle time, increase productivity and improve quality of service delivery and processes.

Our Focus Areas





Why excelledia

We understand that business success starts with people. And we've consulted hundreds of businesses, applying the required standards to each, so we can genuinely benchmark the business performance.

We've also trained thousands of individuals who practices them at their professional work life and know we can take you from beginner to Management System expert quickly –wherever you are on your learning journey, we can tailor training to you and your business



Move Forward.
With Confidence.

ISO Certification Consulting

As business pressures intensify, one thing is clear: success will demand not only new skills and strategies but also new standardization perspectives on how to build a strong business. This is the “smart-business” difference.

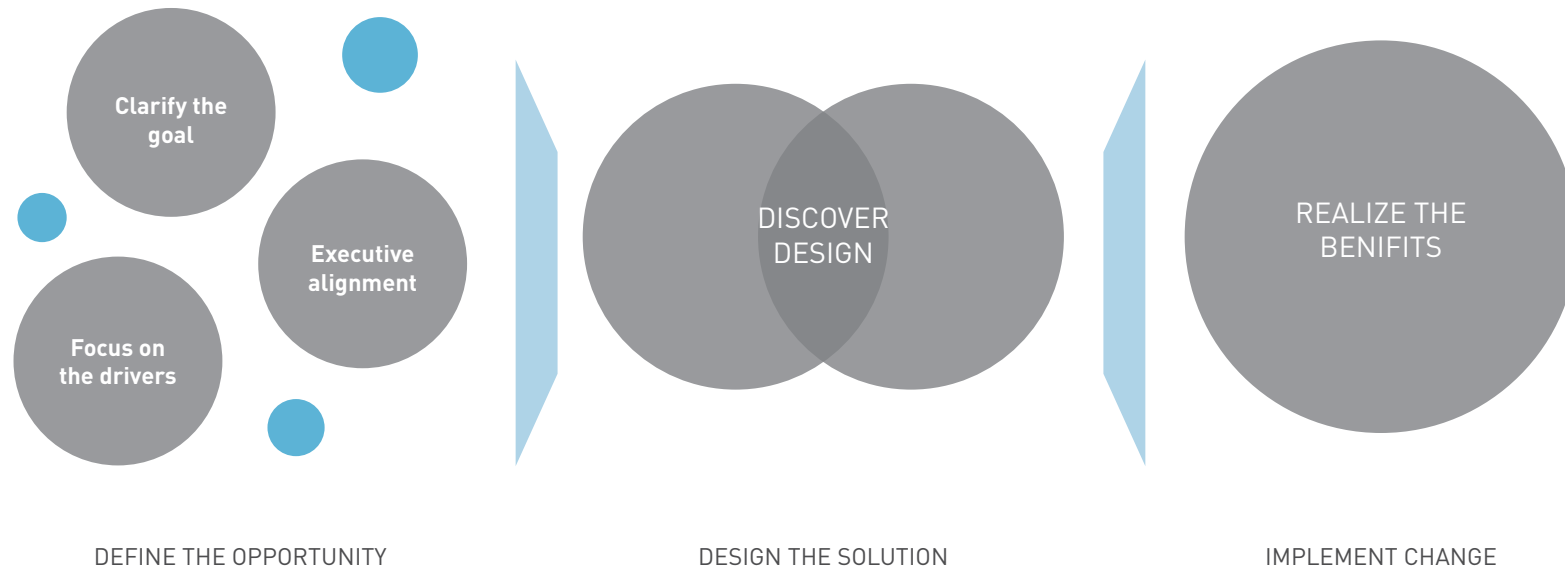
Excelledia has a 100% certification record in working with companies implementing Management Systems since many years. But that is not just what we do.

Our expert teams work with organizations of all sizes and every type of activity - from leading multinationals to small, innovative start-ups with a proven record in not just achieved certification for our client’s management systems but in going further to establish a ‘Lean Business Management System’ that is working for the business, tailored to the business and benefiting the business.

For years, Excelledia has been sharing our knowledge with clients in the region. Our clients gain from our vast experience both domestically and internationally across a broad spectrum of industries.



Consulting Approach



Lean Six Sigma

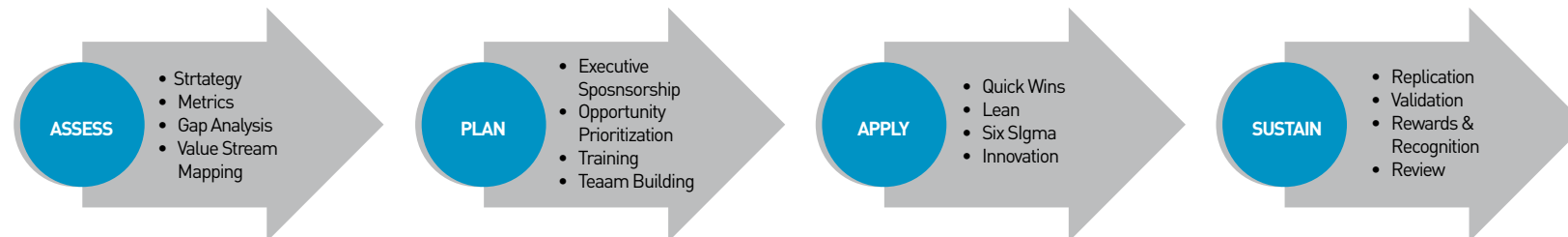
In today's market, organizations are scrambling to find ways to enhance revenues and to reduce costs. But knowing which projects to select for the best and fastest returns presents a challenge to organizations whether at the beginning of a Lean Six Sigma implementation or needing to reenergize a current program.

To address this need for speed and better return-on-investment, exceleldia practice a comprehensive deployment methodology. The approach establishes an enterprise's process improvement needs up front, thus ensuring that resources are directed at projects with the biggest enterprise impact on competitiveness and financial performance.

By implementing Lean Six Sigma and business process management concepts and training in your organization, you will benefit from a streamlined organization in terms of people, processes, technology and the underlying strategy and objectives. Leading companies as Xerox, Caterpillar, BMW, GE, HP, Citigroup, American Express, DHL have already engaged in implementing lean culture and training.

Specialized Areas

- Education - Healthcare - Government - Manufacturing- Energy- Warehousing - Defense - ICT
- Disaster & Emergency Management



A photograph of three business professionals in an office setting. A woman in the foreground is looking at a laptop screen, holding a pen. Two men, one younger and one older, are leaning over her, looking at the screen with interest. The background is a bright, out-of-focus office environment.

we help
organizations
to take decisive
actions and achieve
sustainable results.

Business Excellence

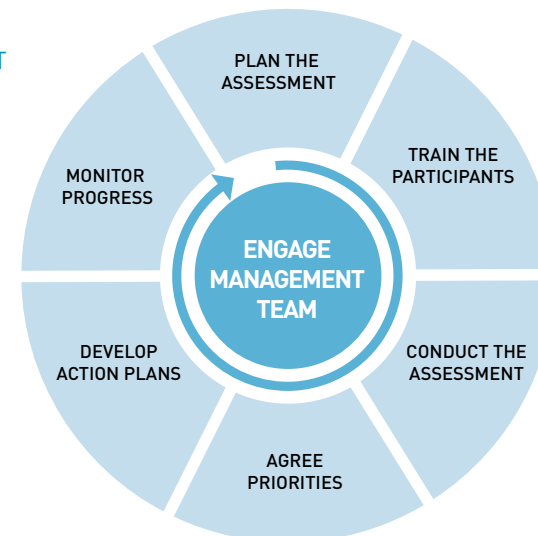


EFQM

The EFQM Excellence Model is a non-prescriptive framework for organizational management systems, promoted by EFQM (formerly known as the European Foundation for Quality Management) and designed for helping organizations in their drive towards being more competitive. The Model is regularly reviewed and refined: the last update was published in 2013.

Regardless of sector, size, structure or maturity, organizations need to establish appropriate management systems in order to be successful. The EFQM Excellence Model is a practical tool to help organizations do this by measuring where they are on the path to excellence; helping them understand the gaps; and then stimulating solutions.

EFQM ASSESSMENT PROCESS



CMMI-Capability Maturity Model Integration

CMMI® is one of the time tested process improvement model implemented in organizations to establish standardized processes, achieve consistency across teams and achieve repeatable performance.

This model helps integrate conventionally separate organizational functions, set process improvement goals and priorities, provide guidance for quality processes and provide a point of reference for appraising current processes. By implementing CMMI®, organization understands its process performance by measuring the improvement quantitatively.



Risk Management

ERM is a capability that involves identifying, measuring, monitoring, reporting, and responding to risks across an enterprise in a way that is aligned with the enterprise's objectives and risk appetite. ERM should address all major risk types including compliance, financial, hazard, operational, as well as strategic risks across all major business units and functions within an enterprise. ERM emphasizes value creation as well as value preservation and the application of risk quantification techniques to develop risk portfolios using measures such as Cash Flow at Risk and Earnings at Risk.



Why implement ERM?

In recent years, more than ever, senior management has been searching for better ways to make informed decisions in order to achieve their business objectives. This has commonly been assisted through risk management practices. The gradual transition from conventional risk management to all encompassing Enterprise Risk Management (ERM) has enabled senior management to be aware of the risks to which it is susceptible, while developing plans designed to respond to these very risks. ERM has also gained substantial momentum because of the growing importance of solutions for compliance and regulatory norms. The introduction of ERM by competitors, challenges posed by new or emerging products and the dynamic nature of business risk.

Risk Services

- ERM Capability Assessment & Roadmap
- Risk Appetite Definition
- ERM Policy Development
- Enterprise Risk Assessment
- End-to-End ERM Design & Implementation
- ERM System Selection & Implementation
- Risk Analysis & Quantification
- Risk Transfer Mechanisms



Uniquely
Built Training
Content

Strategy Building



Balanced Scorecard (BSC)

Our consultants will work with your executives and top management to facilitate strategy formulation, development and implementation. We will provide you with the necessary methodology, tools and analysis for your organization to benefit from today's opportunities. This will help you improve your business and enhance your current organization efficiency and effectiveness. The end results will be a new short and long-term strategy mapped in executable action plans and workable framework, such as the Balanced Scorecard (BSC).

HSE Consulting

We make your working environment as safe as possible by carefully performing Health, Safety & Environment assignments through a range of international best practices, we ensure that organizations have effective occupational health and safety systems in place to protect employees, generate customer confidence and enhance your business reputation.

Where does our specialization lie?

We specialize mainly in the Oil & Gas, Construction & Engineering, Banking, Healthcare, Government, Education, Information Communication Technology and Manufacturing sectors

HSE Consulting Services

- Quantitative Risk Assessment
- Fire Risk Assessment
- Environment Impact Assessment
- HSE Audits
- Project OHS support - Bridging, Contractor management, auditing and assurance;
- Safety Case development;
- HAZID, SIMOP, HAZOP, risk reviews and studies;
- Emergency Response & Crisis Management;
- Behavioral & Cultural Safety assessments and development of systems to support
- Incident investigations and management.
- Asset Integrity Management
- Construction Safety
- Provision of Contract OHS and HSE Specialists



Sustainability Consulting

Translating Sustainability into Organizational terms

Strategic Sustainability Consulting provides organizations with the tools and expertise they need to actively manage their social and environmental impacts. We specialize in helping under-resourced organizations implement sustainable solutions usually reserved for large, multinational companies.

- Sustainability Advise
- Research
- Stakeholder Identification and Consulting
- Project Management
- Sustainability Reporting
- GRI-Global Reporting Initiative

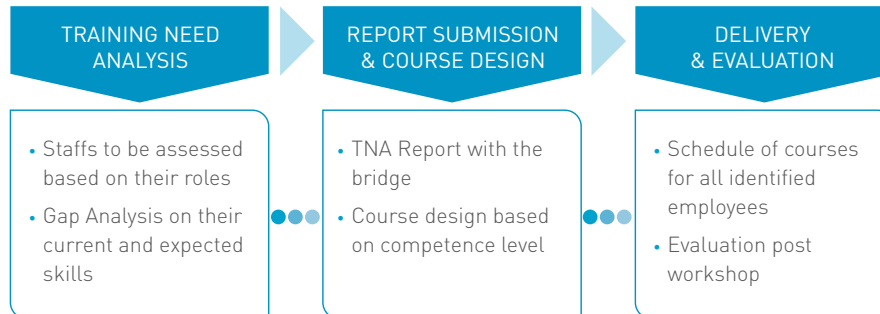


Training Need Analysis

Towards Effective Training Plan

An independent impartial TNA is a sound investment for any training department, helping to ensure that the training investment you are about to make will produce the maximum results.

Excelledia will also ensure that your employees are aware that their input into the training is vital at the every stage. Our aim is to design a program for each person's specific needs, which supports their job role and ensures they remain motivated, thus helping you to maximise the return on your investment.



Key Clients

- Qatar Petroleum
- Qatar Foundation
- Qatar 2022
- Qapco
- Qatar Airways
- Qatalum
- Qatar Steel
- Qatar Gas
- QNCC
- RasGas
- Shell
- Ooredoo
- Woqod
- Kahramaa
- Hamad Medical Corporation
- Msheireb Properties
- Mowasalat
- Supreme Council of Health
- Al Rayyan





Our Offices

Doha – Qatar

Dubai – UAE

Bangalore & Mangalore – India

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