Task 1. Apply the EFQM Business Excellence model, using relevant theory and concepts learnt on the module, to one organisation of your choice. Draw on your analysis to identify and capture strengths and areas for improvement to the chosen organisation You READ AND USE THE PDF ATTACHED (EFQM Excellence Model Book)

TO COMPLETE THIS WORK THE CHOOSEN ORGANISATION IS IAG (International Airlines Group) https://www.iairgroup.com/ Need to use British English and British based references and journals Criterion 4 - Partnerships & Resources: i) How well do they build sustainable relationships with their partners & suppliers? ii) Do they manage their buildings, equipment, and resources in a sustainable way? Criterion 5 - Processes, Products and Services: i) Have they defined the key processes required to deliver their strategy? ii) Do they develop new, innovative products and services? 2. Based on your analysis, offer, and justify one operations/supply chain management strategy that the chosen organisation could pursue to drive business excellence (40%) Marks will be awarded for structure, presentation, and quality of references (10%).

Note: You should draw on relevant theory, concepts and principles learnt on the module throughout the report Some advice on developing your strategy in Q2 You may wish to use the RADAR elements to help you address questions 2. This may also influence the key points raised in your executive summary. Radar Element Strategy Result What would success look like from this strategy? Approach Describe what the strategy looks like in terms of an approach or approaches? Deployment What specific steps would the chosen organisation take to deliver this strategy/approach? Assessment & Refinement How would the chosen organisation ensure the approach stays on track? What else would they need to consider? Who else could they learn from?

Advice on the practical application of theory There is an expectation that you go beyond learning gained on the BMHPO module. This includes a need to conduct your own research into the key themes underpinning the questions above using the academic literature (e.g. journal articles and other credible sources). You will need to briefly introduce your chosen organisation to familiarise the reader with the appropriate context. There are no marks for detailed background to the company. You are being assessed on your reflections, interpretation, and application of theory in practice and analytical reasoning using accepted academic practice and literature. Guidance notes This report is worth 45% of your total grade for this module. An essential feature of the report is to illustrate how theoretical constructs or models can be critically analysed and applied to organisations in practice. You are advised to read widely. In fact, unless you have read and referenced at least 10 discrete references, it is unlikely that you have done sufficient reading (you need to go beyond this to achieve higher marks). This component is an academic assignment and should be written in an appropriate style (e.g. using 3rd person).