



# Excellence Principles

## 1 Leadership

Lead by example, provide clear direction, build organisational alignment and focus on sustainable achievement of goals.

## 2 Customers

Understand what markets and customers value, now and in the future, and use this to drive organisational design, strategy, products, and services.

## 3 Systems Thinking

Continuously improve the system.

## 4 People

Develop and value people's capability and realise their skills, resourcefulness and creativity to change and improve the organisation.

## 5 Continuous Improvement

Develop agility, adaptability and responsiveness based on a culture of continual improvement, innovation and learning.

## 6 Information and Knowledge

Improve performance through the use of data, information and knowledge to understand variability and to improve strategic and operational decision making.

## 7 Corporate and Social Responsibility

Behave in an ethically, socially and environmentally responsible manner.

## 8 Sustainable Results

Focus on sustainable results, values and outcomes.



Excellence in RSL Care  
*reaching for the stars*

**Principles are our best understanding of the way the world is** – 'Business Excellence' is a mindset – a way of thinking and acting. It is much more than a set of tools or accreditation to a standard. To continuously improve, transformation is required.

