

## What are the key features of the ECU Excellence Framework?

### Framework Categories

The ECU Excellence Framework consists of seven categories that have been derived from three internationally-recognised quality frameworks. The table below outlines the seven categories and the descriptions of the underlying items

ECU EXCELLENCE FRAMEWORK - CATEGORIES AND ITEMS		
1. LEADERSHIP		
1.1. Leadership and governance Embedding effective and visible systems and processes of leadership at all levels that provide clarity of purpose, direction and alignment through good governance.	1.2. Leading and sustaining the ECU culture Developing cultures and supporting behaviours that are consistent with ECU values and help ECU to achieve its strategic directions and goals.	1.3. Community and environmental responsibility Supporting communities by participating in capacity-building activities to optimise positive social outcomes.
2. STUDENT AND STAKEHOLDER FOCUS		
2.1. Understanding students and stakeholders needs Defining current and future value through understanding the differing needs of students and stakeholders.	2.2. Student and stakeholder engagement Engaging with students and stakeholders to serve identified needs and build relationships.	2.3. Voice of the Student and Stakeholder Obtaining and using information from students and stakeholders to improve mutual outcomes.
3. STRATEGY AND PLANNING		
3.1. Strategy development and communication Using systems and processes to establish and communicate ECU's purpose, vision, values and goals.	3.2. Planning process and implementation Developing systems and processes that translate strategic directives into aligned and actionable plans capable of measurable achievement.	
4. MEASUREMENT, ANALYSIS AND KNOWLEDGE MANAGEMENT		
4.1. Collection and analysis of relevant data to inform decision-making Building effective systems and processes for determining what data and information should be collected and how it is handled, stored, retrieved, analysed and interpreted to create information and knowledge.	4.2. Creating value through the management of knowledge and information Ensuring that consolidated knowledge is shared appropriately and utilised to the benefit of the University.	
5. WORKFORCE FOCUS		
5.1. Work environment Creating and sustaining an effective and supportive work environment.	5.2. Enhancing workforce capability Engaging ECU's workforce to achieve organisational, team-based and personal success.	
6. PROCESSES, PRODUCTS AND SERVICES		
6.1. Process, product and service management Designing, managing and improving ECU's work systems and working with suppliers.	6.2. Process, product and service improvement and innovation Using structured methods to improve ECU's processes and achieve efficiency and effectiveness for all stakeholders.	
7. RESULTS AND SUSTAINABLE PERFORMANCE		
7.1. Measuring and communicating ECU performance Using systems and processes to measure understand and communicate performance.	7.2. Achieving sustainability Using systems and processes to measure and interpret internal and external indicators to help ensure future sustainability in relation to economic, environmental and social viability.	

The Categories are both inward and outwards looking. For example, ECU's mandate is to service the people of Western Australia. To do that effectively, the external environment must be assessed in order to develop internal processes which best meet the needs of, and deliver real benefits to the communities ECU was established to service. Environmental factors such as legislation, the economy and labour market, stakeholder relationships, employer and industry needs, emerging technologies and social change all need to be carefully considered and incorporated into University plans and activities.