

Key principles of the Excellence Framework

Underpinning the Framework are nine key principles. These principles are supported by a body of published work and practice going back to the 1920s. The principles have been used to develop the detail for the categories and also as a mechanism for aligning processes and practices to the Framework.

Planning and Communicating: Clear direction and mutually agreed plans enable alignment and a focus on the achievement of goals.

Understanding Stakeholder Needs: Understanding what students and stakeholders value, now and in the future, enables organisational direction, strategy and action.

Thinking Systems: All people work in a system and outcomes are improved when people work on the system and its associated processes.

Engaging People: Engaging people's enthusiasm, resourcefulness and participation improves performance.

Innovate and Learning: Innovation and learning influence the agility and responsiveness of the University.

Using Information: Effective use of facts, data and knowledge leads to better decisions.

Managing Variation: Organisational system and process variation, both internal and external, needs to be understood and managed to enhance performance.

Delivering Value: Sustainable performance is determined by the University's ability to deliver value for all stakeholders in an ethically, socially and environmentally responsible manner.

Leading: Leaders determine the culture and value system of the University through their decisions and behaviour.