

**Empowering  
People, Creating  
Impact**



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**We are Excellencors**

01

Know us Better

**An unmatched reputation  
for excellence**



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## Our origin is our strength

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### 16+

Years of Experience

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### 100+

Completed Projects

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### 3000+

Assessments & Audits

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### 55+

Entities Support

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### 50+

Qualifying Service Centers

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The Excellencors was established with its first office in Amman, Jordan, in early 2006, and then expanded its operations by moving its head office to Dubai, United Arab Emirates, in 2008. Focused on providing training and diversified consultation services in the United Arab Emirates and the Arab Region, Excellencor's experience is built on the highly diversified skills of its management, consultants, and advisors, spanning into many academic and technical sectors.

In addition, our expertise in Executive Excellence Programs for both the government and private sectors has been demonstrated by the number of projects the company has taken on and executed in the past 16 years.

Excellencors capitalizes on its wide and extensive network, which includes a distinguished team of highly qualified and talented senior associates covering a wide range of expertise in diversified areas of business domains, in addition to enhancing its foundation with its strategic partnerships with well-established regional and international consulting firms, among them The European Foundation for Quality Management (EFQM), The Global Innovation Institute (GInI), Software AG, and many other strategic partners.

**With our continued success in business excellence, we are ready to expand our footprint across the region, increasing our focus on the UAE market and other Arab Gulf states in the near future.**









## Vision

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We are committed to being and staying among the most reliable consulting and training firms in the Arab world. With continued strive to become the trusted partner for governmental and private sector organizations along their continued journey towards achieving sustainable excellence.



## Mission

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To achieve sustainable organizational excellence by developing integrated management systems that enhance and accelerate the transformation of business culture with a focus on continuous improvement, through the collective contribution of an exceptionally talented team of experts equipped with updated knowledge, accumulated experiences, and commitment to the highest standards of professionalism.





## Excellence

In the race for Excellence,  
there is no finish line



## Partnerships

Long-term partnerships with  
clients and alliances



## Efficiency

Results oriented and  
value adding



## Performance

Improving clients'  
performance measures



## Growth

Continuous learning  
and innovation



## Transformation

Institutional transformation  
maintaining cultural values



## Transparency

Success sharing  
with partners



## Possibility

Capitalizing great potential  
of client's leadership



**Dr. Jafar Hdaib**

Chairman

# A prominent level of experience across the business

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Dr. Jafar Hdaib is a businessperson and entrepreneur distinguished by his diverse experience in business enterprise and management for over a decade, and currently chairs the Board of Directors of Excellencors, a pioneering consulting and training firm in the United Arab Emirates and the Arab Region.

Capitalizing on his skills, knowledge, and progressive management approach, Dr. Jafar was able to play an instrumental role in establishing and empowering government institutions operating in complicated contexts, leading them to the forefront regionally and globally. Parallel to his institutional experience, Dr. Jafar positioned himself

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as a well-known investor with a reliable reputation, focusing on fundamentals, quality of management, and business innovation.

His career path has enabled him to acquire substantial experience in financial management, strategic planning, good judgment, and problem-solving with a quick adaptation of new approaches, technologies while working in manifold, and diverse business environments.

Dr. Jafar also has a passion for learning, with an undergraduate degree in Chemical Engineering, a Master of Industrial Engineering, and a Ph.D. in Business Administration.



## **Mr. Fuad Hadidi**

Vice Chairman, Partner



Vice Chairman, Partner

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# A high level of excellence in transformation

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Mr. Fuad Hafidi has over 16 years of experience in Organizational Development and Excellence Transformation. He is also an experienced professional Consulting Manager, Trainer and Assessor with success records in UAE and the region in the domains of:

Applying Excellence Models, Managing Excellence Awards, Service Excellence, Strategic Planning and Performance Management, Knowledge Management,

Innovation Management, HR Management, Business Processes Re-engineering, Quality systems and Business Intelligence Platforms development.

Fuad holds a Bachelor degree in Computer Information System (CIS) and Micro Masters in Business Administration.



**Mr. Wassim Hamwi**

Managing Director

# A result-oriented business transformation experience

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A highly motivated and visionary information technology and business management professional. During his career, he managed to accrue 30+ years of relevant experience while working for fortune 500 companies around the globe managing broad-based business transformation projects, implementing business best practices, re-engineering business processes and developing customer success strategies.

Mr. Hamwi has a passion for developing organizations, growing small and startup companies with a great focus on managing business risks, increasing productivity, and streamlining process

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automation. His experience while working for different government and semi-government organizations allowed to interact with many multinational consulting firms to articulate, design and implement government leader's plans to meet the overall vision of the country policy makers and leaders.

Mr. Hamwi has been consistently praised as industrious, well-organized, focused, and result-oriented professional supported by his educational and professional degrees in Information Technology and master's in business administration from the Ohio States University.

02

Our Capabilities

**We specify your goals to  
increase your commitment**



# International Standards and Excellence Models

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Experts in organizational assessments; over 3000 undertaken assessments and audits.

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Practical experience in qualifying organizations for ISO certification and International Standards

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Practical experience in transforming entities towards Sustainable Excellence and applying Excellence Frameworks.

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Strategic partnerships with FITS Middle East, EFQM, KACE, GInI, Software AG, Stallion, Data Hub, and others.

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Experts in implementing Excellence Frameworks in several local and regional governmental and private entities.

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# Effective Work Systems and Methodologies

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Implementing effective and practical proven tools and methodologies.

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Certified experts in assessments across the globe and GCC Region.

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Adopting PMI project management frameworks and procedures.

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Adopting effective methods for project quality assurance.

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# Success and Achievement Drive

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Providing support for more than 55 entities in the fields of International Standards Qualification and Certification.

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Qualifying over 50 service centers to participate in the 7 Stars Program (best records of 5 and 6 stars).

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Qualifying distinguished employees (Winners) to participate in local and international programs.

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Our Database contains business-related data for several pioneering entities globally.

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Our clients have achieved and harvested several awards and business certificates.

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Practical knowledge in the governmental and private sector in UAE and the Region.

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# One Focused Team

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Accumulative experience in providing consulting services in the fields of Business Excellence, Quality, Organizational Transformation , and Government Entities' Core Business.

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Internationally certified assessors and trainers.

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Holding high degrees certificates (Ph.D., Masters) from well-reputable universities across the globe.

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Wide network of partnerships and alliances with experts and business development institutions.

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Core Services

**A full spectrum of services  
for better performance**



# Designing Government Excellence Programs

The Excellencors has undertaken several projects in the field of designing excellence awards for both government and private sectors. These projects covered both technical and managerial aspects; models, criteria, assessment logic, participating conditions, “etc.





## Applying Government Excellence Models

The Excellencors provide the services of implementing government Excellence Models; i.e. DGEP, SKGEP, ADEAP, AJEP, SSPGE and others, as well as empowering and qualifying organizations to participate in these awards through a practically proven methodology.



# International and Local Excellence Awards

The Excellencors provide the services of implementing Excellence Models, such as EFQM, SKEA, DQG, STEVIEs, Malcom Baldrige, GRI, Innovation related awards .etc , ,in addition to empowering and qualifying organizations to participate in these awards through a practically proven methodology.



## Distinguished Employees' Awards

The Excellencors provide the services of qualifying and preparing employees to participate and win medal awards around UAE, through intensive capacity building and coaching methodology that led several employees to win several awards.



## Services Excellence Programs

The Excellencors provide the services of improving customer service centers / Channels and enhancing customer experience following multiple national and international models, such as the Emirates Government Services Excellence Program, The 7 Stars classification, Hamdan Bin Rashid Awards, ICXI, etc.



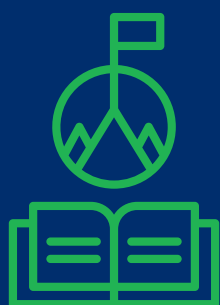
## Internal Awards Management and Assessment

The Excellencors provide the services of designing, managing, and conducting assessments for entities' internal awards. The Excellencors capitalizes on its extensive network, which includes a distinguished team of highly qualified and talented senior associates and assessors covering a wide range of expertise in diversified areas of interest.



# Business Process and Service Management (BPSM, BPR)

The Excellencors provide the services of business/services process management and re-engineering, using traditional and digital business intelligence platforms, such as Mega, ARIS, Igrafix, Orbus Platforms.



# Knowledge, Creativity and Innovation Management

The Excellencors provide the services of knowledge, creativity, and innovation management through the implementation of best practices i.e. GInI, GIMI frameworks (certification, endorsement, training, etc.) and other international standards and models.



# ISO Systems Development

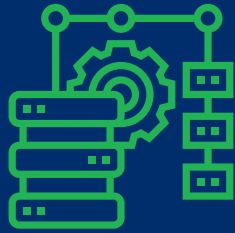
The Excellencors provide the service of qualifying organizations to get ISO certified ; Such as ISO9001, ISO14001, ISO45000, ISO 22301, ISO31000, ISO26000, ISO16555, ISO27001, ISO 20000, ISO 37000, ISO10002, ISO 10002, ISO 10003, 10004, ISO10015, ISO55000, ISO20400... etc.





## **Studies and Researches, Perceptions Surveying, Mystery Shopping**

The Excellencors provide the services of conducting highly professional studies in Excellence and related fields using world class methods. Such studies aim at enhancing the organizational performance



# Governance, and Organizational Structuring

The Excellencors provide the services of Developing organizational governance frameworks, covers Board of Directors, Organization Structures, Authority Matrix, functional mandates..etc, according to best practices and excellence criteria.



## Strategy, and Performance Management

The Excellencors provide the services of building and development of strategies and institutional performance management systems according to best practices, in aim of empowering and building the competitive capability of the entities.



# Human Resources, Talents management

The Excellencors provide the services of empowering and upgrading the capacity of organizations in Human Resources Management to assure the optimal investment of human capacity, develop policies and procedures to create a sustainable and strong organizational environment capable of keeping up with local and international changes & challenges.



## Future Foresight / Shaping

The Excellencors provide the services of building and development of future foresight structures manual, and strategies according to best practices, and through advance researches, and experts opinions which empowers building the competitive capability of the entities.



# Excellence Wellbeing

The Excellencors provide the services of building and development of organizational wellbeing manual, polices, and strategies according to best practices, and through advance researches, and experts' opinions which reflects on internal and external organizational environment.



04



Trusted Clients

**We take excellence seriously!  
That's why they trust us**

# Trusted Clients







Capacity Building

**Building and scaling  
individuals' performance**



The Excellencors provide multiple training courses and certificates that help individuals maximize their knowledge in the fields of business and performance management.

# 55

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Excellence Models (EFQM, SKGEP, DGEP, ADEP, AJEP, SSPGE...etc.)

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Excellence Leadership

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Good Governance

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Strategic Management

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Performance Management

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Organizational Structuring

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Knowledge Management

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Risk Management

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Organizational Agility

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Innovation and Creativity

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Benchmarking

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Work methods and Systems  
Development

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Perceptions Management

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HR Management

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Quality Standards (ISO) 9000, 14000, 18000, 27000, 26000, 31000, 10000...etc.

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Internal Auditing

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Customers Relationship Management  
(CRM)

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Change Management

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Partnership Management

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Results Management

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Organizational Assessment

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Team Building

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Service Excellence

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GIIn Certificates

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Soft Skills

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Project Management

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Other Specialized Trainings...

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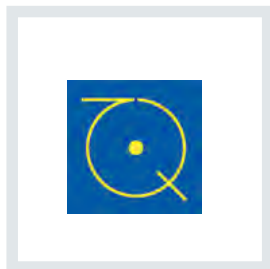




Strategic Partners

**Creating a new business  
opportunities together**







Jordan

Bahrain

UAE

KSA

Sudan

## Our Presence

**We operate across Gulf region and a wide network of partners in Africa and Middle East.**

خبراء التميز  
excellencors

Let's Talk!

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