

The ECU Excellence Framework Hub

The Framework Hub, below, outlines **the seven categories** which cover the critical aspects that contribute to excellence regardless of the activity or context. Each category is further divided into items. While the categories and items relate to how things are done at the University, it is important to realise that this happens within the context of an external environment that must be taken into consideration.

EXTERNAL ENVIRONMENT

LEADERSHIP

Developing and using ethical leadership concepts, business processes and management systems; developing a University culture consistent with its values; and supporting its communities and the environment.

STUDENT AND STAKEHOLDER FOCUS

Analysing student and other stakeholder requirements; using this knowledge; managing relationships; and delivering increased value to students and

WORKFORCE FOCUS

Acknowledging that people are essential and are to be valued and how the University creates a great place to work. Developing appropriate policies, systems, processes and tools to ensure that people are engaged and make meaningful contributions to University improvement, goals and success.

STRATEGY AND PLANNING

Establishing systems to set the University's strategic directions (aligned with ECU's purpose, vision, values and goals) and developing and executing plans to achieve those strategic outcomes.



MEASUREMENT, ANALYSIS AND KNOWLEDGE MANAGEMENT

Effectively using information and knowledge to achieve the University's goals and developing efficient and effective processes to acquire, analyse, apply and manage the University's information and knowledge.

RESULTS AND SUSTAINABLE PERFORMANCE

Monitoring and demonstrating the University's performance; developing clear and appropriate measures against the University's goals and stakeholder requirements.

PROCESSES, PRODUCTS AND SERVICES

Developing processes, products and services that provide value to stakeholders; encouraging innovation and improvement that result in effectiveness and efficiency which improve the quality of the University's outcomes.

EXTERNAL ENVIRONMENT