

BUSINESS EXCELLENCE INITIATIVES: A STUDY OF DUBAI QUALITY AWARD-WINNING ORGANIZATIONS IN UAE

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Abstract

This paper presents the central results of a survey analysis carried out in the UAE with respect to business excellence initiatives. The main purpose of this research is to investigate the use of business excellence initiatives in Dubai quality award-winning organizations. The study used a self-administered questionnaire to confirm the adaptability of business excellence initiatives by Dubai quality award-winning organizations. Several statistical tests including descriptive statistics, internal consistency reliability and content validity were employed using the Statistical Package for the Social Sciences (SPSS). The result of the study shows that various business excellence initiatives already implemented by Dubai quality award-winning organizations for their efforts towards business excellence. The award-winning organizations believe that business excellence initiatives are important in helping them reach their organizational goals.

Keywords: *business excellence; initiatives, survey, Dubai Quality Award, UAE*
