

Committed to Excellence

Information Sheet



Committed to excellence

**“Create passion
and commitment”**

About EFQM

EFQM, a not for profit membership foundation, is the primary source for organisations in Europe looking to excel in their market and in their business. EFQM is the creator of the EFQM Excellence Model and the European Quality Award. Founded in 1989 by the CEOs of prominent European businesses, EFQM is now the hub of excellent, globally-minded organisations of all sizes and sectors, and both private and public.

About the EFQM Levels of Excellence

The EFQM Levels of Excellence provides a staged route towards the attainment of the highest levels of Excellence, created to motivate and encourage systematic improvement in organisations. They provide milestones and demonstrate incremental progression and maturity in excellence to the organisational stakeholder – their people, suppliers and customers. They also provide a focus for learning and training. There are three distinct levels to EFQM recognition: Committed to Excellence, Recognised for Excellence and the EFQM Excellence Awards. More information is available at www.efqm.org

Committed to Excellence is designed for organisations, or organisational units, that are at the beginning of their journey to Excellence. For these organisations, the emphasis is on creating passion and commitment amongst internal stakeholders, in order to generate the necessary momentum to start improvement activities. For applicant organisations, Committed to Excellence provides them a practical and simple way to build on their knowledge and experience of the EFQM Excellence Model and RADAR logic.

Who should apply?

Any organisation, regardless of location, size or sector, can apply – whether large businesses, small and medium sized enterprises, public sector organisations, or operational units.

Why should you apply and what are the benefits to your organisation?

The reasons why you should apply and the specific benefits to your organisation are

- You want your organisation or operational unit to know how to **identify areas for improvement through Self-Assessment**, in a simple and practical way
- You want to be more structured and rigorous in the way you **prioritise, document and implement** the resulting improvement activities
- You want to receive constructive **feedback** from an **experienced external source**, on the improvement projects you have implemented and the results achieved. The feedback provided will help you focus further improvement activity and can serve as an input for your business planning
- You want to receive a **distinctive and prestigious international recognition** based on the most widely used Management framework in Europe (The EFQM Excellence Model). It will recognise your initial efforts as you start a systematic implementation of excellence concepts.
- You want the **opportunity to benchmark** against other organisations using the same framework, including role model organisations.
- You will gain **practical experience and learn** from preparing for the site visit.

What successful organisations are saying...

“I really feel that applying for Committed to Excellence has helped us to help ourselves”

“The site visit and validation turned out to be a highly inspirational event”

Stages

Self Assessment

The first stage involves you assessing your organisation against the 9 criteria of the EFQM Excellence Model, in order to understand your current performance. Thereafter you will be required to use the feedback from the assessment to prioritise and plan actions to address the opportunities for improvement identified.

The design of the Committed to Excellence makes it possible for an organisation to undertake the assessment themselves and develop its improvement plan unsupported by external party. However, applicants can request to have this process facilitated by an individual trained by the EFQM or one of EFQM's Partner Organisation. *(More on this option is available in the application document.)*

The Site Visit

At this stage, organisations are required to demonstrate their successful deployment of at least 3 improvement plans, based on the outcome from the Self-Assessment in stage 1.

The site visit is carried out by an independent **Validator** from among a pool of experienced managers and experts across Europe. It should take place approximately 6-9 months after you have created your Self-Assessment Action Plan. The actual date for the site visit will be agreed upfront between the applicant and the EFQM or Partner. *(More information is available in the Detailed Information Brochure. Visit: www.efqm.org)*

Application Fee

EFQM Members – 5,200 Euros

Non members – 6,500 Euros

Other costs to consider

Applicants will be expected to refund Validator expenses directly either by booking and paying for travel and accommodation or through a method of direct invoicing. The preferred method for refunding these expenses should be discussed when the Validator is appointed.

Practical Information

- Applicants are assessed using the RADAR methodology
- Applicants who complete their improvement actions are successful and will receive the recognition
- The process is not time sensitive and organisations can apply at anytime throughout the year.
- Once awarded, the recognition is valid for 2 years
- Successful organisations will receive a certificate and a logo
- Successful organisations will be able to use the recognition insignias in their commercial and promotional efforts.
- Interested organisations can apply either through EFQM or through an EFQM partner in their country

The Validation (Feedback) Report

- Viewed by most organisations as the most significant benefit of the application.
- It is a 6 page document providing key messages on the implementation of improvement actions and fashioned around the RADAR elements
- It is prepared by an independent Validator from among a pool of experienced managers and experts across Europe.

For More information

EFQM

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Successful Organisations Roll call

BT Conferencing (UK) ■ La Poste - Dijon Mail Processing Centre (FR) ■ Higher Education Funding Council for England (UK) ■ Translation Centre for the Bodies of the European Union (LX) ■ Garanti Bank-Call Center and Telemarketing Business Unit (TK) ■ Martin Ahrberg & Kollegen Zahnärzte (DE) ■ Pietsch, Lauterbach & Partner (DE) ■ IMSM Limited (UK) ■ Zahnarztpraxis Dres. Hüttemann (DE) ■ Electricite de Strasbourg (FR) ■ Directorate of the General Secretariat of Eurocontrol (BE) ■ La Poste Courrier International (FR) ■ KBR Production Services (UK) ■ La Poste/DQSG (FR) ■ Ministerstvo financí Slovenskej republiky (SK) ■ CARnet (CR) ■ Athens International Airport S.A. (GR) ■ Unilever Hellas / Algida (GR) ■ Vodafone Panafon S.A. (GR) ■ Ville de Elancourt (FR) ■ Direção Regional do Comércio Indústria e Energia da Região Autónoma da Madeira (PT) ■ Departamento de Engenharia Electrotécnica e Automação do ISEL (PT) ■ Kalina (RU) ■ Der Anker, Allgemeine Versicherungs-Aktiengesellschaft (AT) ■ Swietokrzyski Urząd Wojewódzki (PO) ■ Gemeinde-administratie Brecht (BE) ■ Stadsbestuur Oudenaarde (BE) ■ Laiki Group- Information Services (CY) ■ AOF Daghojskolen Aalborg og Nørresundby (DK) ■ Børnehaven Kernehuset (DK) ■ Bornholms Erhvervs Center (DK) ■ Daghojskolen Kobenhavns Førgasius (DK) ■ Nordvestjysk Uddannelsescenter (DK) ■ Rørmosegård (DK) ■ CCS Clinic Catering Services (DE) ■ Deutsche Telekom, Telekom Training (DE) ■ Elcoteq Elektronik GmbH (DE) ■ Friedrich-Ebert-Stiftung ++ (DE) ■ GAFÖG Arbeitsförderungsgesellschaft GmbH (DE) ■ Max Grundig Klinik (DE) ■ Cardiac Surgery Intensive Care Unit of "Evangelismos" General Hospital of Athens (GR) ■ Dell Computer Hellas (GR) ■ EFG Eurobank Ergasias SA/ Client Relations Division (GR) ■ Elinoil S.A. (GR) ■ Enterprises Shipping and Trading S.A. (GR) ■ First Call S.A. (GR) ■ Hellenic Bank Association (GR) ■ International Naval Surveys Bureau (GR) ■ Norstar Enterprises Tourism & Trade S.A. (GR) ■ Organotechniki (GR) ■ Siemens S.A. (Unit DI & P) (GR) ■ Vodafone Panafon S.A. (GR) ■ APB Apranga (LT) ■ Farma-Lepori, S.A. (SP) ■ Formastur, S.A. (SP) ■ Helvetia Patria Schweiz (CH) ■ St.Gallische Psychiatrie-Dienste (CH) ■ Thurgauer Kantonalbank (CH) ■ DWP: CSA ++ (UK) ■ DWP: Jobcentre Plus ++ (UK) ■ DWP: The Pension Service ++ (UK) ■ Enable (IR) ■ Holohan Leisure Architects (IR) ■ Wheatfield Prison (IR) ■ Specialist Schools Trust (UK) ■ Thames Valley University - Facilities Dept. (UK) ■ Athena S.a.s. (IT) ■ Gruppo Torinese Trasporti SpA (IT) ■ Italgas Piu' S.p.A. (IT) ■ SMAT S.p.A. (IT) ■ Trenitalia SpA (IT) ■ Fachschule für Land- und Hauswirtschaft ++ (IT) ■ Istituto Comprensivo ++ (IT) ■ Istituto di Istruzione Superiore ++ (IT) ■ Istituto Professionale di Stato ++ (IT) ■ Istituto Tecnico Commerciale ++ (IT) ■ Liceo Scientifico Statale ++ (IT) ■ Scuola Professionale ++ (IT) ■ Atiko Metro Operation Company S.A./ Rolling Stock Division (GR) ■ Piscines Ideales SA (GR) ■ Heilbad Krumbad GmbH (DE) ■ St. Hedwig Kliniken Berlin (DE) ■ MEDILYS Institut für Labormedizin, Mikrobiologie u. Krankenhaushygiene (DE) ■ O2 Germany GmbH & Co. OHG (DE) ■ Escuela San Jose (SP) ■ EDF Réseau Distribution, SUD-OUEST (FR) ■ EDF Réseau Distribution, Manche Mer du Nord (FR) ■ EDF Réseau Distribution, Grand Centre (FR) ■ EDF Réseau Distribution, Est (FR) ■ EDF Réseau Distribution, Méditerranée (FR) ■

The Self Assessment Process

Self-Assessment for Committed to Excellence is usually based around the 9 criteria of the EFQM Excellence Model. However, Applicants are free to choose their own methodology as long as it meets the following requirements:

- Be based on the 9 criteria of the EFQM Excellence Model
- Allow for the identification of Strengths and Areas for improvement

Please feel free to contact EFQM directly or an EFQM Partner in your region if you are unclear whether your chosen methodology is suitable