

THE NORTH OF ENGLAND  
EXCELLENCE AWARDS



# Assessing for The North's Most Prestigious Awards

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**EFQM**   
Shares what works.

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the Chartered Quality Institute and the EFQM

North of England Excellence  
[www.northofenglandexcellence.co.uk](http://www.northofenglandexcellence.co.uk)  
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## The Awards

Held annually since 1994 the North of England Excellence Awards are regarded as the North's most prestigious Awards

Underpinned by the EFQM Excellence Model 2010<sup>®</sup>, these Awards are different because:

- A rigorous assessment process by specially trained assessor teams ensures winners and finalists represent very best practice
- Feedback from assessor teams helps applicants continue to develop their own improvement plans
- They are the only Awards in the North of England to be supported and endorsed by the British Quality Foundation, the Chartered Quality Institute and the EFQM
- They are a basis for progression to the UK and European Excellence Awards.

## Why be an Assessor for the North of England Excellence Awards?

The benefits of being an Award Assessor include:

- Undergoing a remarkable form of personal development – used by many organisations as part of personal development plans
- Receiving detailed training in the understanding and use of the EFQM Model 2010<sup>®</sup> - Europe's most used business planning tool
- Undertaking a live assessment of a real organisation
- Having the opportunity to witness good practice in other organisations and the bring that learning back to your own organisation
- Developing improved analytical, questioning, teamworking and communication skills
- Learning to give positive, creative and constructive feedback
- Helping other organisations to improve.

## The Role of North of England Excellence Award Assessors

As an Award Assessor you :

- Receive full training in the structure and content of the EFQM Excellence Model 2010<sup>®</sup> - including the RADAR Assessment & Management Tool
- Work as part of an Assessor Team made up of people from a range of sectors and backgrounds
- Are guided and mentored by an experienced Lead Assessor
- Review a specific submission for the North of England Excellence Awards
- With your team undertake a site visit to your assigned Applicant
- Rate the Applicant against the renowned EFQM Model of Organisational Excellence
- Identify, score and give feedback on the Applicant's Strengths and Opportunities for Improvement.

## Organisations who have nominated Award Assessors include:

AXA UK	PACE
BAE Systems	Regatta Ltd
Bradford Metropolitan District Council	Royal Bank of Scotland
Brother UK	Sabic
Business Link Northwest	Siemens
Calico Housing	South Ribble Borough Council
Capita Insurance Services	South Yorkshire Police
Community Integrated Care	United Utilities
Department for Work and Pensions	Valuation Office Agency
First TransPennine Express	Wincanton Plc
Gentoo	
Home Insulation Services	
Liverpool John Moores University	and many others.

## The North of England Excellence Awards

The North's most prestigious Awards and a great form of personal development. Don't just take our word for it... here's what previous awards assessors say;

*"I'd fully recommend getting involved in the award assessment process to anyone who has the time available to commit. The assessor training is superb, providing all the knowledge, understanding and tools required to completed a comprehensive assessment of a business against the EFQM Excellence Model. The Lead Assessors are very supportive, coaching the novice assessors throughout the assessment. Completion of the assessment itself is enlightening, giving a detailed insight into the management operating systems of an organisation. Overall I'd say it was challenging, interesting, educational, stimulating and a thoroughly enjoyable experience!"*

**Alison Sykes,**  
Communications Manager, Stourton Dairy,  
Arla Foods

*"I found the experience of being an Award Assessor a very positive one. Working in a team with both novice and experienced assessors gave me an in-depth grasp and understanding of the EFQM Model, and helped me see it from many angles and perspectives.*

*The real joy was doing the hands on assessment with my team. Evaluating the applicant's submission stimulated much interesting debate and really set the scene for the site visit; whilst the on-site assessment was a really great learning curve. It was fantastic to see what another business does, and to be able to learn from it. Outside of the hands on assessing I have also taken a lot from interacting with all the assessors that I met and worked with, and I am really looking forward to assessing again and to becoming a lead assessor in due course."*

**Miles Lloyd,**  
Director, Io Consulting (UK) Ltd

*"Being an Award Assessor helped me to better understand how my company operates and the business improvement model it is using! The experience was beneficial for my personal career development and for my company, and I am now implementing the model in areas of our Department and part of the business."*

**Julijana Ristov,**  
Project Manager, Large Drives,  
Siemens Automation & Drives

## The name behind the Awards

North of England Excellence is a not for profit membership organisation formed in 2007 by merging Excellence Yorkshire, North East Quality Group, and Excellence North West.

We offer independent quality accreditation through Marques of Excellence and Investors in Excellence; help organisations develop skills in self assessment; promote excellence toolkits in housing, education, neighbourhoods and aerospace; and run best practice workshops, networking and benchmarking conferences.

Members get discounts on all NoEE products and services plus access to our excellence advice service. Members also become members of the British Quality Foundation with discounts on all BQF products.

For more information visit our website:  
[www.northofenglandexcellence.co.uk](http://www.northofenglandexcellence.co.uk)  
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Inspiring, Supporting and Recognising Excellence