

## CASE STUDY

### Excellence Model Self Assessment (beta plus)

#### Peel Ports (Port of Liverpool Maritime Centre)

has conducted two self assessments against the European Excellence Model using the beta plus method.



#### Background

Together, the Port of Liverpool and Manchester Ship Canal offer a comprehensive range of port facilities, handling more than 40 million tonnes of cargo and 15,000 ship movements a year – making the River Mersey Britain's third busiest estuary.

The Port and Canal form the "green" gateway to an economy of more than 120,000 industrial and commercial enterprises and a population equal to that of greater London. Once the fiercest commercial rivals, the Port of Liverpool and the Manchester Ship Canal are now as one under the banner of Peel Ports, the UK's second largest ports group.

#### Our Approach

Each self assessment was facilitated by North of England Excellence via 3 workshops:

- (i) a half day introduction explaining how to use of the beta plus booklet
- (ii) a whole day consensus meeting to discuss and agree findings
- (iii) a half day action planning session to make sense of and prioritise improvement actions

We recommended that the Maritime Centre recruit a "diagonal slice" of staff to ensure a balanced set of views were forthcoming. These volunteers then went out into their work areas to seek opinions from their colleagues on what the company does well and where improvements could be made.

#### Benefits and Outcomes

Outputs from the consensus meeting were a comprehensive list of strengths or things the Maritime Centre does well; a large number of areas for improvement; a score based on the Excellence Model scoring system.

In the first self assessment, the action planning workshop helped the team make sense of the findings and group the many areas for improvement into 10 major improvement themes.



Senior managers took the bold decision to progress all 10 improvement projects. 12 months on we have successfully taken the projects forward, although we know we still have a lot of work still to do on our journey towards excellence!

#### What the Client Said

John Aldridge, Continuous Improvement Manager, said: "The Excellence model has provided the Port of Liverpool with a sound foundation for its Continuous Improvement programme and allowed us to focus in specific areas for the best overall result. We made some big gains on communication and improving how we deploy objectives throughout the business last year we will continue with those areas this year as we move forward.

We have implemented a robust process for managing all of our Continuous Improvement Initiatives which now forms the nucleus of how we are successfully improving the business.

The staff at North of England Excellence have provided us with a professional and efficient process for self assessment which has allowed a number of our staff to become knowledgeable in the use of the Model utilising the beta plus approach.

With this professional support we have definitely accelerated our Improvement activities efficiently and with credibility

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