

For those that have gained Recognition.....

**Congratulations to NoEE Members and supporters recognised in the 2011 Queens Award for Enterprise....** EA Technology won the Queens Award for Innovation and Brother UK won the Award for Sustainable Development.

**Our Congratulations also go out to East Midland Trains....**

They have achieved the 'EFQM Recognised for Excellence standard' at four star level. Dave Rusk North of England Excellence Education Director who led the assessment team said:

"Reaching the Four Star level is a fantastic achievement, as EMT have only been in business for three years since winning the franchise and bringing together several former train operating companies to form EMT. In a very short space of time, EMT has achieved high and rising levels of train performance and stakeholder satisfaction".

*....For more details of EFQM Levels of Excellence accreditation, contact Dave on 07710 238257.....*



C-Tech Innovation  
...advantage through technology

**Eco-Innovation - A free taster session**

June 2<sup>nd</sup> 2011

08:30am to 10:30am,

North of England Excellence,

International Business Centre, Warrington



Delivering the Impossible

July 5<sup>th</sup>

<http://www.bqf.org.uk/event/delivering-impossible>

The Plaza, Old Hall Street, Liverpool

**Dates for your Diary**

2<sup>nd</sup> June Eco. Innovation Taster Session  
27<sup>th</sup> June The Excellence Journey, WDH  
Castleford 10:30 -15:00  
5<sup>th</sup> July Delivering the Impossible  
31<sup>st</sup> July Special Awards Deadline  
22<sup>nd</sup> September Annual Leadership  
Conference  
10<sup>th</sup> November Annual Excellence Award  
Ceremony & Gala Dinner

**Has your business gone through change?**

Do you have a case study that reflects your successes through change, or an individual that has exceeded all challenges?

Why not recognise your organisation's efforts and share your information..... We welcome all comments any contribution which you feel is worth recognition, and also useful to other members and organisations.

**The 2011 North of England Excellence Awards**

The deadline for applications for the Special Award Categories has been extended to the 31<sup>st</sup> July.

Special Awards Categories: Leadership; Learning & Development; Customer Service Excellence; Innovation; Lean; Sustainability  
<http://www.northofenglandexcellence.co.uk/roll.asp#>

**INNOVATION AWARD**

Brooklands Consultancy will award each of the top 3 entries with 1 days free consultancy support. Each prize is valued at over £1000.

**URENCO SUSTAINABILITY AWARD**

C-tech will award the top 2 entries with 1 days free consultancy support - each prize valued at over £1000.

**BUSINESS SUPPORT**

We want our newsletter to be a source of information about business support.

Here's some of the latest initiatives...

22<sup>nd</sup> June 2011 Elisha Training is offering a Free Bite Size Session on Mergers and Successful Acquisitions. <http://www.eliesha.com/news-a-events/eliesha-news/153-free-bitesize-session>

## Start-Up Britain

(<http://www.startupbritain.org>)

This is the private sector's response to the Government's call for enterprise-led recovery. It aims to deliver support and advice for start-up companies, led by entrepreneurs for entrepreneurs. Small or medium-sized enterprises (SME) can pitch business ideas through the **Innovation Launch Pad** showing how to provide better value for money in delivery of Government business.

The **NW Eco-innovation Programme** helps businesses improve performance by better exploiting market demand for products and services with minimal environmental impact. Business mentoring is provided by C-Tech Innovation and Lancaster University.

SMEs in NW England needing support to harness creativity and to develop innovative products, processes or systems with a positive impact on company growth, turnover and the environment.

[www.businesslink.gov.uk/northwest/eco-innovation](http://www.businesslink.gov.uk/northwest/eco-innovation)

## Government Grants

[www.business-enterprise.net/leadership](http://www.business-enterprise.net/leadership)

A new Leadership and Management development grant. A match funded grant of up to £1,000 can be spent on leadership training and coaching that helps grow the business.

Let us know how your organisation is developing and using excellence.....

## How times Have Changed!

We have dug deep into our archives and found

A NoEE member (Milliken) won the EEA in 1993!



wdh 19th April 2011 north of england

some interesting memorabilia...The Excellence Model, from its creation to now. Clive Jeanes (our Chairman in 1993) receiving the EQA on behalf of Milliken

## Using Lean in Times of Uncertainty

Haydock Park Racecourse hosted the annual NoEE Lean Conference. Speakers were Martin Shaw Director of Operational Excellence for Wincanton; Mike Price former MD for Ultraframe, Jonathan Blackburn Siemens, and George Forest, Altremis. They supported the Lean Model by presenting their company successes.



Martin Shaw gave an inspiring presentation on why Lean Sigma works for them. His comments were an inspiration for those new to Lean Sigma. "Wincanton

were already embarked on a UK&I programme that was aimed at delivering Operational Excellence. The next evolutionary stage was to select and then apply a standard method of delivering Continuous Improvement a method that would be universally recognised, yet be easily understood within the business. The obvious choice was Lean Six Sigma. First stage was to prove the concept; Wincanton selected four contracts (all of differing sizes and maturity), and a Wincanton LSS Conversion programme was created. Proof of concept having been established, an aggressive but tempered roll-out began; never overstressing their resources or their ability to control the programme. Right from the start, Wincanton saw the benefits of systematically identifying contract strengths and weaknesses (through Value Stream Mapping), and then identifying and reducing non-value adding activity (waste). Supported by RNC and IF, Wincanton has developed its own brand of Yellow and Green Belt Training programmes, and delivers that training in-house. Now with over 350 people trained at various levels (including nearly 30 Black Belts), progress is tangible. The buzz in their business is measurable and they are beginning to drive real change in the organisation. The culture is changing and the costs base is improving. LSS is seen by Wincanton as an inclusive yet rigorous process that delivers on many levels; operational improvement and resultant cost savings are now a given, but a great spin-off is the way the programme supports the 'people' agenda within the business, and engages and excites their customers".

The Excellence Journey  
Wakefield & District Housing  
27th June 2011  
10:30 - 15:00

<http://www.bqf.org.uk/event/excellenc>

Please let us know if you have information you would like us to consider for our next Newsletter:

<http://www.northofenglandexcellence.co.uk/contact-form.aspx>