



Inspiring, Supporting and Recognising Excellence

North of England Marques of Excellence Scheme

A stepped approach to encourage your organisation to implement real improvements and gain accreditation against the varying levels of Excellence

North of England Marques of Excellence Scheme

Overview

This scheme has been developed to inspire and encourage North of England organisations, of all sizes and from all sectors, to drive towards excellence through self assessment and the implementation of sustainable improvements.

The scheme consists of a three step approach. However the entry point is dependent upon the current level of self assessment and the maturity of improvement implementation within your organisation.

To recognise the progress your organisation is making towards excellence the scheme incorporates independent accreditation against the varying Levels of Excellence.

When your organisation has successfully met the required criteria for one of the steps you will be provided with a certificate and be entitled to use the relevant insignia on your stationery and promotional literature.

Starting your drive towards excellence

To commence you will need to form a view as to which level is most appropriate to your current position in relation to excellence by considering the defined criteria for each step.

Step 1 Commitment Marque

Criteria

To receive accreditation to this level you will need to have developed:

- A specific improvement plan
- Or
- A business plan which incorporates improvements

The improvement plan may have been developed using the simple self assessment matrix. The plan must be supported by a progress monitoring process.

The top management of the organisation must be visibly demonstrating their commitment to excellence and to the implementation of the defined improvements.

Assessment method

Half day site visit by an experienced assessor who meets with a number of members of your top team to assess:

- The process of monitoring the improvement plan
- The commitment of the top team to improving the organisation



Step 2 Achievement Marque

Criteria

To receive accreditation to this level you will need to have developed two successive improvement plans.

As a minimum, one of these plans needs to have been developed by using one of the approved self assessment methods 1-4.

The current improvement plan must be supported by a progress monitoring process.

The top management of the organisation must be continuing to visibly demonstrate their commitment to excellence and to the implementation of the defined improvements.

Assessment method

Half day site visit by an experienced assessor who meets with a number of members of your top team to assess:

- The process of monitoring the improvement plan
- The success of the improvements implemented to date
- The continued commitment of the top team to improving the organisation



Step 3 Continuity Marque

Criteria

To receive accreditation to this level you will need to have carried out a detailed self assessment against the EFQM Excellence Model and achieved a score of 400+.

The self assessment must have been carried out through one of the approved self assessment methods 2-4.

The top management of the organisation must be committed to developing and implementing an improvement plan based on the outputs of that self assessment.

Assessment method

Full day site visit by an experienced assessor who meets with a number of members of your team to assess:

- The validity of the detailed self assessment and score
- The commitment of the top team to developing and implementing an improvement plan based on the output of the detailed self assessment



Approved self assessment methods

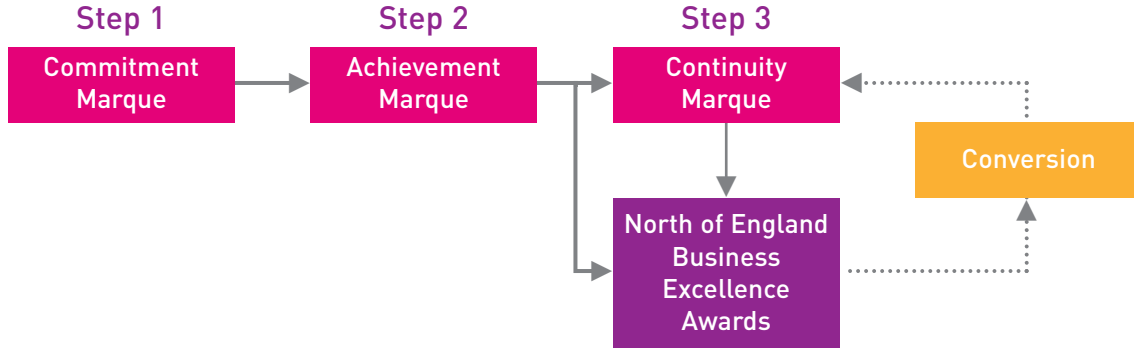
- 1 Simple self assessment matrix (A3 matrix)
- 2 beta plus™
- 3 Evidenced based approach
- 4 Business excellence awards simulation or entry

Fees

Assessment Fees vary dependant on the level being assessed against and on whether your organisation is multi-sited or not. A discount is available to organisations that are members of North of England Excellence. Please refer to fees leaflet for further information.

Stepped Approach

A pictorial representation of the stepped approach of the scheme is shown below. The diagram also highlights the fact that those organisations that have met the requirements of step two and step three are most likely to be ready to enter the North of England Business Excellence Awards.



Excellence

The detailed criteria described earlier for each level encourages your organisation to carry out self assessments against a framework of Excellence, develop improvement plans, demonstrate the commitment of your top team and thus deliver real improvements.

The framework of Excellence used for this scheme is based on the Concepts of Excellence and the EFQM Excellence Model®.

Concepts of Excellence



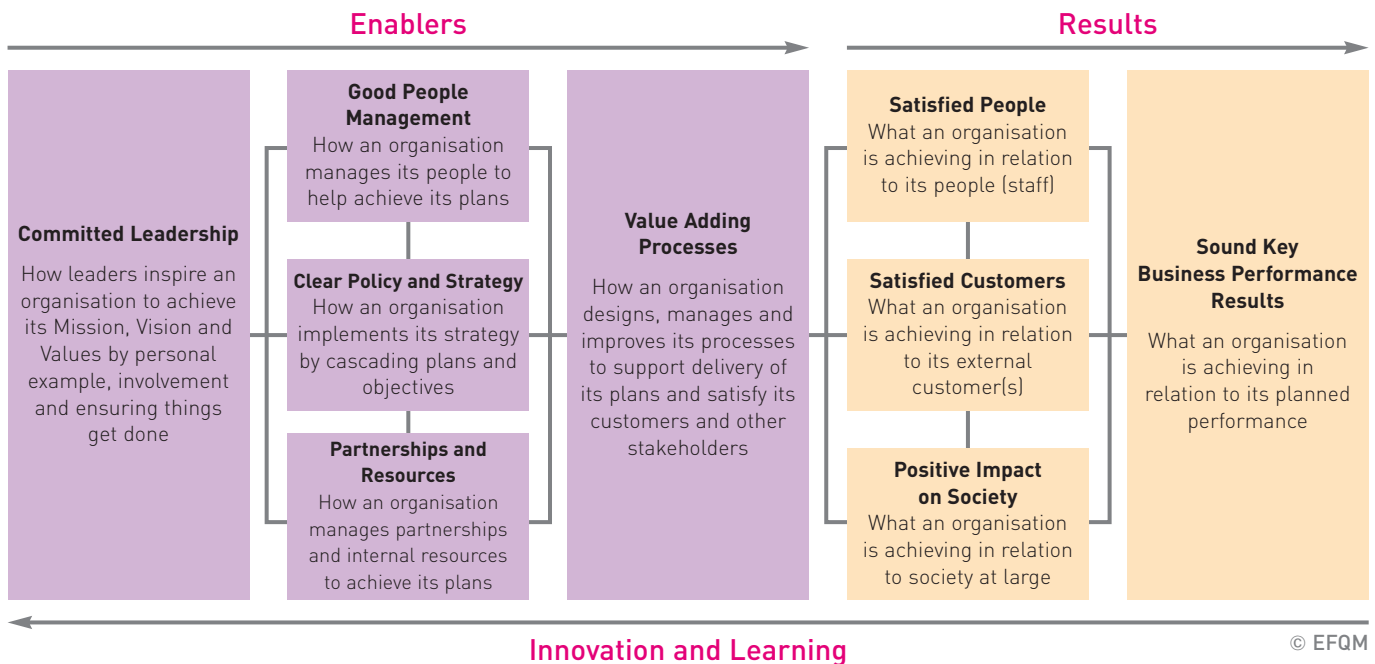
EFQM Excellence Model

The EFQM Excellence Model is used widely throughout Europe as a framework for improving organisations of all types, sizes and sectors.

The Model holds that excellent results with respect to an organisation's overall performance, customers, people and society are achieved through leadership driving policy and

strategy, and making the most of the organisations' people, partnerships and resources through sound processes.

The Model groups the criteria under Enablers, which are concerned with how things are done, and Results, which show what the organisation is achieving.



What organisations say about the benefits of participating in the North of England Marques of Excellence Scheme

"We found the Marques of Excellence scheme extremely helpful in demonstrating our progressive improvement along our journey to Excellence".

Gill Diggles - Corporate Director, South Ribble Borough Council

"The Marques of Excellence scheme, which is a rigorous process, has helped us clearly focus on reviewing where we currently stand against Excellence and the presentation of the certificates made us all proud of the progress we have made to date".

Gwen Acton O.B.E, Head Teacher, The Valley Community School

"As an organisation at the forefront of our industry, we always strive for continuous improvement. There can be no doubt that the Marques of Excellence scheme has already provided us with valuable assistance in our journey towards future excellence".

Glenn V Stocks, General Manager (Engineering) Stagecoach Supertram Maintenance Limited Nunnery Depot

Your next steps

Compare the criteria required for each level against your current position and submit a completed application form to North of England Excellence.

If you need help and advice to get started please contact us and we will be pleased to support you.