



Centre for
Competitiveness

www.cforc.org



COUNCIL FOR THE CURRICULUM EXAMINATIONS AND ASSESSMENT



Company: CCEA

Sector: Education

Project: Quality Excellence

Quality Excellence

Learn how to manage improvement
& deliver superior results

CCEA: REWARDING LEARNING - IT'S OUR BUSINESS

The Northern Ireland Council for the Curriculum, Examinations and Assessment (CCEA), inspired by the EFQM Excellence Model, have witnessed a growth in business and expansion into the UK examinations market.

Their quality journey has been remarkably successful with the CCEA achieving a Charter Mark in 2004.

The deployment of the EFQM excellence model in CCEA delivered benefits such as:

- ✓ *Growth in business*
- ✓ *Significant expansion into the UK examinations market*
- ✓ *An increase in the range and number of examinations we offer*
- ✓ *Best in class of the UK awarding bodies*
- ✓ *Year on year improvement in customer satisfaction*
- ✓ *Year on year improvement in staff satisfaction*
- ✓ *Year on year improvement in positive media coverage.*

CCEA are working hard to expand their customer base in England and Wales. In 2004 almost 20% of CCEA GCSE exam entries came from this area.

ABOUT CCEA

The Northern Ireland Council for Curriculum, Examinations and Assessment is a unique, educational body in the UK and is funded by the Department of Education. CCEA awards a range of qualifications, monitors standards in examinations, and advises government on what should be taught and assessed in N.I. schools.

Employing 340 permanent staff along with approximately 3000 practicing teachers, as examiners, moderators, markers and examination invigilators, CCEA's mission is to enable the full potential of all learners to be achieved and recognised.

MAJOR MILESTONES

- ✓ 1999: ISO 9001 achieved
- ✓ 2000: First EFQM Excellence self assessment conducted
- ✓ 2001: Gold Award achieved in Northern Ireland Steps to Excellence Scheme
- ✓ 2002: Investors in People achieved
- ✓ 2003: Northern Ireland Quality Award Winner
- ✓ 2004: Charter Mark achieved
- ✓ 2007: UK Quality Award Winner

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Innovation & Creativity
Learn how to add new value
to your organisation

Productivity Improvement
Learn how to maximise output
from your assets

Quality Excellence
Learn how to manage improvement
& deliver superior results

Members Services
Join a network of business
leaders sharing best practice
& collaborating for growth

“Operational excellence and well researched, sound advice to Government will remain at the heart of all that we do and we plan further improvements in the process, which underpins these activities. We set ourselves stretch targets whose realisation demands staff focus, innovation and commitment. We aspire to be the best public sector organisation in Europe and to be recognised as such.”

Jeffrey Hamilton (CCEA Business Assurance Manager)

EFQM

EFQM requires a business to track & assess its performance in the areas of leadership, policy & strategy, people, partnerships & resources, processes, customer results, people results, impact on society and key performance results.

CCEA has used the EFQM approach to effect business improvement in all of its work since the year 2000. The Excellence Model is based upon a points system that represents the various levels of excellence. Since CCEA first employed the EFQM Model it has managed to increase its scores substantially in all areas of the model.

The Centre for Competitiveness is a private sector, independent, not for profit, membership organisation.

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