



Company: The Cedar Foundation

Sector: Voluntary

Project: Quality Excellence

Quality Excellence

Learn how to manage improvement
& deliver superior results

Award Winning Charity Imparts Quality Advice!

The Cedar Foundation was the first voluntary organisation in Northern Ireland to use the European Foundation for Quality Management (EFQM) Excellence Model and has been twice awarded the Mark of Excellence. In 2006 the Cedar Foundation went on to win the NI Global Excellence Quality Award. Their commitment to continuous improvement and in particular the deployment of the EFQM Excellence Model has resulted in many benefits, including:

- ✓ *Enhanced service quality, improved competitive advantage and customer satisfaction (over 90% since 1999)*
- ✓ *Service growth (the number of customers, programmes and services have more than doubled since 1999)*
- ✓ *Improved levels of staff satisfaction / motivation*
- ✓ *Public recognition (general donations have increased by 38% since 1999)*
- ✓ *Improved effectiveness of service delivery*
- ✓ *Opportunity to benchmark and rationalise targets*
- ✓ *Provision of a framework for planning future strategy and action.*

ABOUT THE CEDAR FOUNDATION

The Cedar Foundation was established in 1941 to develop orthopaedic services for people with a physical disability. The organisation has moved on to pioneer and deliver innovative services to people with physical disability and traumatic brain injury under 3 main operational strands: Training and Brain Injury Services; Living Options and; Children and Young People's Services.

The Cedar Foundation is a registered charity with a turnover of over £5.5 million. The Foundation employs 200 staff and provides services to 1400 people per year from 19 service locations.

The Cedar Foundation's Vision is to play a leading role in the achievement of a community in which people with disabilities are valued and participate as equal citizens. Its Mission is to deliver a range of services, which empower and support people with disabilities to be fully included in their communities.

MILESTONES OF EXCELLENCE

- ✓ 1997: Gained lip status
- ✓ 1998: Received a Charter Mark Award
- ✓ 1999: Registered for ISO 9002
- ✓ 2002: Mark of Excellence achieved
- ✓ 2004: Mark of Excellence retained
- ✓ 2005: ISO 9001:2000
- ✓ 2006: NI Quality Award winner
- ✓ 2007: European Quality Award Winner

"The Pursuit of Excellence is a core value of The Foundation, it helps us drive improvement in service delivery, staff development but most importantly it ensures that people with disability (our customers) are at the centre of everything we do."

Stephen Mathews
Chief Executive
Cedar Foundation

THE PROJECT

The Foundation's improvement journey began in 1993 with the organisation's leaders committing to the principles of continuous improvement. Over the next 3 years the organisation compiled its first Mission Statement and corporate objectives, initiated annual customer satisfaction surveys across all services and won its first of five National Training Award.

2000 was a landmark year for the Cedar Foundation. The organisation undertook its first self-assessment against the EFQM Excellence Model through the Pathways to Excellence Programme, Balanced Scorecards were introduced, a User Forum was established and the Logical Framework approach to project planning was introduced. The organisation was twice awarded the Mark of Excellence in 2002 and 2004 before scoping ISO 9001:2000 across the organisation and becoming the first NI Quality Award winner from the voluntary sector in 2006.

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Learn how to maximise output from your assets

Quality Excellence
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