



Company: Funeral Services N.I. Ltd

Sector: Private

Project: Quality Excellence

Quality Excellence

Learn how to manage improvement
& deliver superior results

Funeral Services N.I. Ltd

In 1999 FSNI decided to embark on a journey to focus on raising standards by adopting a different approach to customer satisfaction through providing greater options and choices on an added value basis.

The Centre for Competitiveness and their EFQM model has been particularly helpful in identifying specific areas for improvement. The following are examples:

- *Internal communication*
- *Staff satisfaction*
- *Comprehensive basis of measuring client satisfaction*
- *Fewer client complaints*
- *Cost reduction*

ABOUT FSNI

FSNI was formed in the late 1980's when a number of well-known local funeral homes merged to form a larger company. Currently the company has 14 funeral homes across Ireland, including areas such as, Coleraine, Bangor, Portadown, Belfast, and other Northern towns. FSNI have combined their expertise to create the highest standards of care and support. Each of their funeral homes operates independently maintaining its own personal and local identity. FSNI currently employs 140 staff and a fleet of 50 vehicles.

Milestones of Excellence:

- 1999: ISO 9002
- 2000: Investors in People
- 2001: National Training Award
- 2003/4: EFQM- Gold Index Award
- 2004/5: EFQM- Mark of Excellence

EFQM Model of Excellence and the Competitiveness Index

The Centre for Competitiveness has developed a recognition scheme specific to the private sector. The objective of Competitiveness Index is to provide recognition for adopting a structured approach to managing improvement activity.

FSNI have used the EFQM model to create opportunities for improvement and achieved the Competitiveness Index Award in 2003 and a Mark of Excellence in 2004.

“Caring for the community is at the heart of our approach to funeral directing. We seek to offer a service of support to those who have been bereaved, before, during and after the funeral.”

Funeral Services N.I.

Outcomes from using the EFQM Model

- Delivery of ever-improving value to customers, contributing to market place success
- Improvement of overall organisation effectiveness and capabilities
- Organisation and personal learning

Centre for
Competitiveness
www.cforc.org

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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

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

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