



Company: St Mary's College, Londonderry
Sector: Education
Project: Continuous Improvement

Quality Excellence
Learn how to manage improvement
& deliver superior results

St Mary's Does More than Seek Excellence - It Defines It!

St Mary's College, Londonderry has developed a management ethos that goes beyond compliance and strives to establish, meet and exceed world-class standards. St. Mary's has achieved great success through self-determination, learning and seeking support from others including the Centre for Competitiveness.

The drive and commitment of St Mary's has resulted in unprecedented results:

- ✓ **First School to achieve 5 successive Charter Marks**
- ✓ **1 of 16 Organisations throughout the UK to achieve IIP Champion Status**
- ✓ **Continually a school of 1st choice and exceeding exam target results**
- ✓ **1st Educational establishment to win the Northern Ireland, the UK and the European Quality Awards**

About St Mary's College, Londonderry

St Mary's College, Londonderry provides secondary education in an all girls' environment. It is located in the Creggan/Bogside area of Londonderry, which is recognised as a region of extensive urban deprivation. The challenges faced by St Mary's are extensive ranging from socio-economic issues to outdated and obsolete facilities.

Raising Standards

St Mary's has been on a long and successful journey that started in 1991 when the school put in place management structures based on TQM principles. This foundation in conjunction with the school aim of "Excellence" led to further initiatives being implemented including team based improvement programmes, the HELP and Step Up Programmes and most recently their use of the Balanced Scorecard. All these initiatives were established to further their drive for Excellence and go beyond compliance. Their approach is based on the principle that defining key measures that will assist them in maintaining St. Mary's as a "Centre of Excellence".

Beyond Compliance

St Mary's has established a wide range of measures that feed into their Balanced Scorecard. These measures are supported by numerous surveys, research data and direct feedback from its numerous stakeholders. The results achieved by St Mary's demonstrate it is an organisation committed to Excellence and to defining world-class standards.

- ✓ Measures relating to all exams and consistently exceeding set targets, **134% improvement in GCSE results over 11 year period**
- ✓ St Mary's has achieved 5 Charter Mark Awards demonstrating their commitment to customer service.
- ✓ Implementation of Co-Operative Learning, a St Mary's initiative for pupils to take ownership of their own learning.
- ✓ Implementation of STAR, a unique initiative by St Mary's to raise standards of achievement based on partnerships with further education, parents and the community.

"We are not satisfied with being ordinary – we want to achieve the extraordinary"

Dame Geraldine Keegan
Headmistress
St Mary's College,
Londonderry

The Centre for Competitiveness can offer hands on help to your organisation! Contact us for a no obligation snapshot analysis of the areas of improvement to be tackled in your business:

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

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