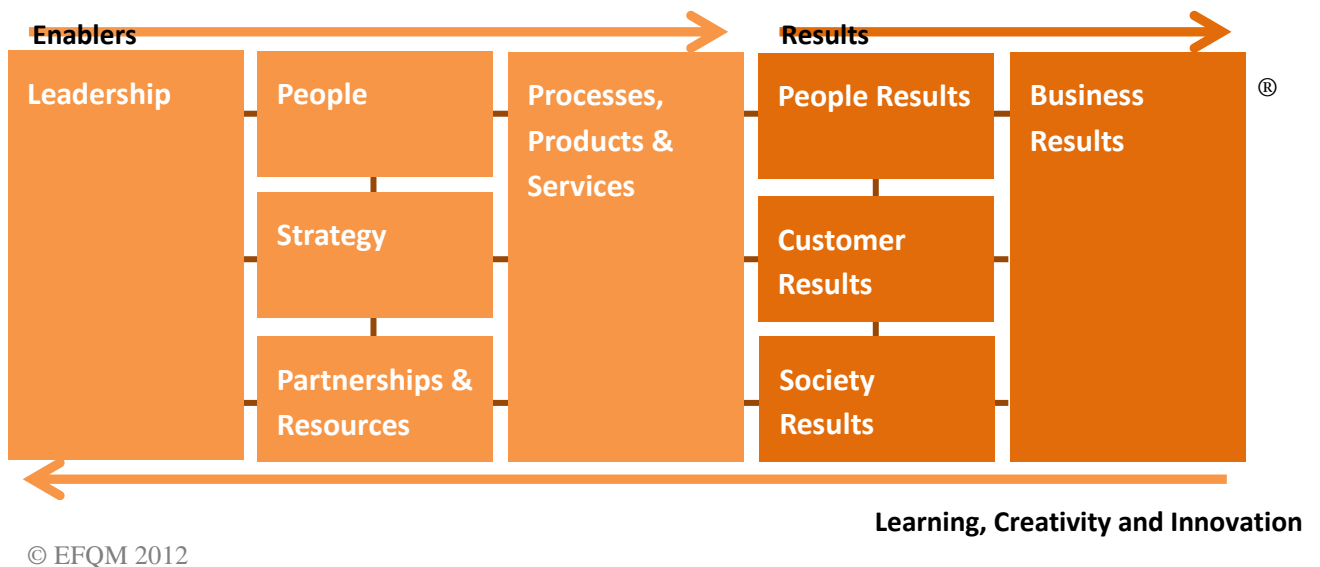


Assessments

Assessments: Conducting a review of operations against criteria of the EFQM Excellence Model. The aim is to enhance operational performance and therefore generate impressive results

Business Juggler offers an on-line self- assessment for organisations which will help identify and prioritise key improvement areas. <http://www.businessjuggler.com/>

EFQM Assessments



The EFQM Excellence Model, developed by European Foundation for Quality of Management, is a management framework used by over 30,000 organisations in Europe and beyond. Often used as a diagnostic tool, the Model takes a holistic view to enable organisations, regardless of size or sector to:

- Assess where they are, helping them to understand their key strengths and potential gaps in performance across the 9 criteria
- Provide a common vocabulary and way of thinking about the organisation that facilitates the effective communication of ideas, both within and outside the organisation.
- Integrate existing and planned initiatives, removing duplication and identifying gaps.

The EFQM Excellence Model is used as a basis for self-assessment, an exercise in which an organisation grades itself against the 9 criteria. This exercise helps organisations to identify current strengths and areas for improvement against strategic goals. This gap analysis then facilitates definition and prioritisation of improvement plans to achieve sustainable growth and enhanced performance.

The Assessment Process

The Assessment process has been developed as a mechanism to identify the key areas where companies need to improve to sustain or enhance their performance. Analysis of the mix of quantitative and qualitative assessment findings has been found to be a highly effective mechanism to accurately identify the key areas for improvement.

The assessment is designed to ensure:

- An effective impetus for achievement of performance improvement.
- Minimal disruption to client operations during assessment.

The assessment output, in report form, is summarised by:

- Organisational strengths and areas for improvement
- Performance against key business performance metrics
- EFQM Excellence Model score

BENEFITS - THE APPROACH

- Formally linking objectives at operational level to strategic outcomes
- Capability development of Managers
- Embedding continuous improvement within the organisation.
- Understanding how assessment process will deliver tangible benefits in line with strategic objectives
- Provide a disciplined approach for addressing short, medium and long-term objectives.
- Provide an external stimulus for improvement effort

If you would like more information please contact George Wilson: 028 9073 7950 on or email: george.wilson@cforc.org