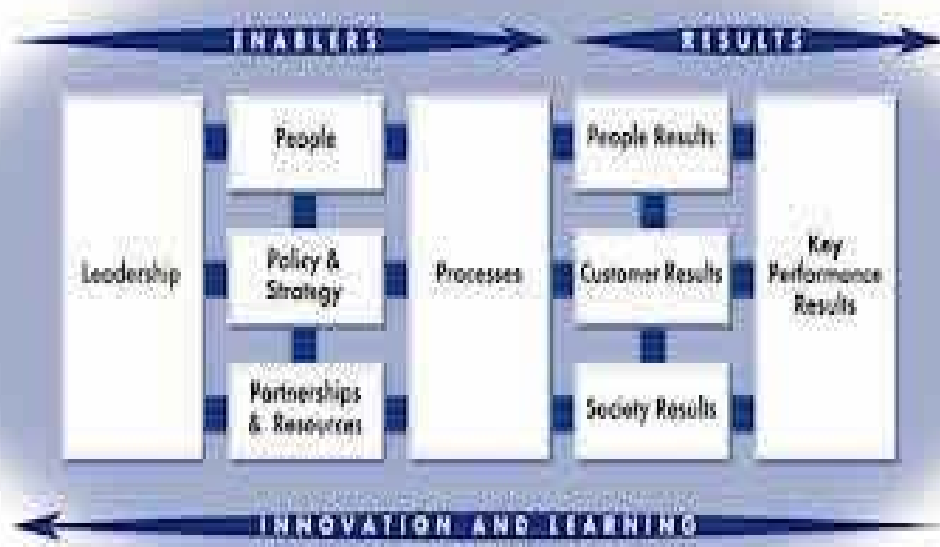


European Foundation Quality Model (EFQM)

The EFQM Business Excellence Model is an internationally recognised framework for quality improvement, it focuses on all aspects of an organisation's business and enables an organisation to take a holistic view of how well they are doing and enable them to plan to do better. It allows organisations to evaluate themselves in the areas of leadership, policy and strategy, processes, people management, and partnerships and resources against a recognised quality framework. It also looks at the results an organisation is achieving in such areas as key performance results, customer results, people results and society results as a result of the actions it takes. It is used widely throughout Europe as a means of improving business.



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. CCEA achieved the public sector EFQM Gold Award in 2001 with a total score of 353. In 2003 CCEA achieved both the Mark of Excellence and the Northern Ireland Quality Award with a score of 519. In 2005 CCEA entered the UK Excellence award for the first time and was a finalist in both 2005 and 2006 gaining the Special Achievement Award for Customer Satisfaction in 2006.

In 2007 CCEA won the UK Excellence Award with 733 points, the highest score ever achieved in the history of the awards. Finally in 2008 CCEA achieved its goal of being the best public sector organisation in Europe and to be recognized as such when it was awarded the EFQM European Excellence Award. At that time we were also

awarded two additional European Prizes for special achievement in Customer Satisfaction and Innovation, Learning and Continuous Improvement.

Shown below are the annual scores CCEA has obtained each year since 2000. The feedback report from each assessment identifies areas of strength and areas for improvement and these provide a focus for improvement and are targeted in CCEA's EFQM project plan for continued improvement.

