

Welcome to our March Issue Newsletter. The development of the new Newsletter is still in its early stages, which eventually will be added to our web site, with links to other information. We would really welcome your comments and any contribution which you feel is worth recognition, and also useful to other members and organisations.

Why not recognise your organisation's efforts and share your information.....

Do you have a case study that reflects how your business has changed, or an individual that has exceeded all challenges and has contributed greatly to your organisations business excellence. Let us know how your organisation is developing and using excellence.

The 2011 North of England Excellence Awards

Special Awards: For those businesses wishing to enter the Special Awards Categories, the deadline for applications has been extended to the 31st July.

Special Awards Categories: Leadership; Learning & Development; Customer Service Excellence; Innovation; Lean; Sustainability

For those organisations that have gained Recognition.....

Merseyrail (Electrics) 2002, have been recognised as an Investor in Excellence. Their Assessor Pete Macartney announced that "Merseyrail is successfully striving to understand and meet or exceed the needs of all its stakeholders and to provide value to its customers. Its leaders have a clear vision for the business, and are clearly communicating this."

Northern Rail has been accredited to the EFQM recognised for Excellence Standard (R4E) at 5 Star Level. The assessors commented that "Northern Rail has a leadership team dedicated to being visible and promoting a culture of Excellence across the organisation. In almost all attributes of service, customers now have a more positive perception of Northern Rail than when the franchise started in 2004."

South Yorkshire Probation Trust have been accredited to EFQM R4E, achieving 4 star level. Their feedback report noted that: Committed leadership, driving a vision of culture, performance and continuous improvement has improved the Trust from being positioned in the bottom five out of thirty Five Trusts in 2006. Its improved position is now one of the best five in England and Wales today.



SYPT CEO, Ros Brown receiving the R4E certificate from NoEE Board member Terry Boynes

EFQM Levels of Excellence (R4E) is proving extremely popular with NoEE members as it delivers a detailed improvement agenda within a feedback report as well as European wide recognition for those accredited. So, these benefits are similar to entering an Excellence Award, except that all those whose EFQM score is externally verified at over 300 points will gain recognition.

EFQM Excellence in Action Is the very first edition and is now available as a quarterly online magazine. The first edition focuses on Leading with Vision, Inspiration and Integrity, appropriately perhaps as it is where the drive and direction for the journey towards excellence usually begins.

Articles Include:

Natural Born Leaders:

Leaders give their views on whether leaders are born or bred.

Executive Development:

Polish your "rough diamonds" with the Pegasus Program.

A History of Excellence:

The EFQM Model, from its creation to now.

Tomorrows Managers Today



For the last few years, North of England Excellence has been invited to lecture students at lectures as part of the

Managing Service Quality module to students from the School of Leisure, Tourism and the Outdoors. NoEE Education & Training Director, Dave Rusk is shown delivering the lecture on 2nd March. Dave covered the Excellence Model and positioned its use against other improvement frameworks and standards.

For the last 5 years, NoEE has presented the North of England Excellence plaque, to the student who attains the highest marks in the Managing Service Quality module. Similar awards are also presented to high performing students at Liverpool John Moores and Sheffield Hallam Universities.

Member News

Plus Dane hosted a Takeover Day where Sam Gorst took over the ropes from Chief Executive Ken Perry. Takeover Day is designed to give young people a fantastic opportunity to explore what lifestyle and career they could potentially have. It motivates young people to think that their goals and expectations in work are not unrealistic. Step by step it encourages young people, providing them with confidence and

stamina. Their dreams can eventually be reached, the experience in itself personally develops young people and provides skills and important advice that is essential in everyday life.

Congratulations to North of England Excellence Members and Awards Winners who have made the Sunday Times Top 100 Companies to Work For. Calico, Plus Dane Group, Gentoo, and Business and Enterprise North East were included in the best mid-sized companies and Parkway Green Housing Trust were in the top 100 in the Public and Charity Sector.

SIEMENS

Sharing and Celebrating Best Practice

An opportunity for North of England Excellence Members to visit an EFQM European Awards Finalist
17th May 2011

The visit will include

Presentation and discussion about Siemens approach to:

- Strategy, Action, and Leadership
- Lean Cell Design
- Corporate Social Responsibility

A site visit to see Lean and Excellence in action

COST: Free to NoEE Members, £50 plus VAT to non members. Numbers are strictly limited to 30

To secure your place email events@noee.co.uk

THE 2011 NORTH OF ENGLAND EXCELLENCE

LEAN CONFERENCE

‘USING LEAN IN TIMES OF ECONOMIC UNCERTAINTY’

Wednesday 14th April, Haydock Park Racecourse, 0930 - 1600

Book NOW to reserve your place(s)

Cost: Members: £125 + VAT Non Members: £175 + VAT

Please note cancellations cannot be reimbursed.

For further information contact:

Phone: 01925 715245

Email: events@noee.co.uk

www.northofenglandexcellence.co.uk