

# EFQM Excellence Award

## Information Sheet



**“Compare yourself  
against the best”**

### About EFQM

*EFQM, a not for profit membership foundation, is the primary source for organisations in Europe looking to excel in their market and in their business. EFQM is the creator of the EFQM Excellence Model and the EFQM Excellence Award. Founded in 1989 by the CEOs of prominent European businesses, EFQM is now the hub of excellent, globally-minded organisations of all sizes and sectors, and both private and public.*

### About the EFQM Excellence Award

*The EFQM Excellence Award is recognizing leading organisations with an undisputable track-record in both financial and non-financial results. The Award Assessments validate the ability of these role models to demonstrate their specific values, key drivers and systems that have impacted substantial performance improvements.*

More information is available at [www.efqm.org](http://www.efqm.org)

It is given to Europe's best performing companies and not-for-profit organisations. It recognises industry leaders with an undisputable track record of success in turning strategy into action and continuously improving their organisation's performance.

The EFQM Excellence Award is the highest form of recognition an organisation could receive because it comes from its own peers. Top executives from leading businesses and public service organisations study and visit the candidates, and after a gruelling examination select the few outstanding achievers.

Exceptional performance in a specific area or subject is rewarded with a Prize. If a true role model is identified, if an organisation outshines all the others as the example to learn from and to aspire to, they receive the ultimate recognition, the Excellence Award.

### Who should apply?

- A typical Award Applicant should aim to at least Finalist level which can be summarised as follows:
- Your most important results have been improving for 3-5 years and in some cases are best in class.
- Systematic improvement has been a way of life across your organisation for at least 5 years.
- You have a number of organisation-wide improvement programmes integrated and deployed to your overall strategy.
- You will have assessed yourself and/or externally against the EFQM Excellence Model several times typically also with Assessors independent from your organisation.

### Why should you apply and what are the benefits to your organisation?

- Unique way to motivate and energize your employees at all levels in a positive and constructive atmosphere.
- The chance to find out “how good your organisation really is” by being measured against Europe's most widely used management framework (the EFQM Excellence Model).
- The opportunity to receive 50 pages of feedback on your organisation, both strengths and areas for improvement, and a face-to-face presentation to deepen your understanding.
- The feedback you get comes from practicing managers from a range of sectors and nationalities, they are independent from the applicant organisations and are not seeking an ongoing financial relationship with your organisation.

### What successful organisations are saying

**“We want to play in the Champions League and we want to maintain this business excellence as a philosophy.”** Finalist

**“There are many benefits of entering the EFQM Excellence Award. It gives us a better image in the markets we serve – both in the eyes of our customers and our employees. It helps to promote a better spirit of pride and trust in our employees.”**  
Prize Winner

## Engaging into the process

A first version of your project plan and budget estimation is prepared and agreed. The creation of the 'Qualification File' will support your decision in applying for the Award. This Qualification File is then used by EFQM and the Awards Jury to evaluate and validate your submission for the Awards process. This first piece of documented evidence describes the key factors of your organisation and the most important results achieved over the past 3 to 5 years. When the organisation is accepted into the process, the complete submission document has to be prepared this can be either the classic 75-page description or an updated version of the qualification file and an enabler map together 25 pages. This document will serve as the first formal input for the Assessor team.

While the Assessor Teams are selected and briefed, a first meeting is organized between the Applicant and the Assessors. The aim of this meeting is to align the understanding of your organisation and start the planning for the Site Visit. This also helps building a close relation with the team, and especially with the Assessor Team Leader in order to develop a complete plan for the site visit.

## The Site Visit

Your organisation and especially its people at all levels will be directly interacting with the Assessors. The objective of the site visit is to give the Assessors all the necessary information to help them make their independent assessment. This is carried out in a very open and constructive atmosphere and is the moment of truth where you create impressions for the Assessors and provide tangible and intangible evidence. At the end of the site visit the high level impressions are communicated to your organisation. After the site visit, the team will come to a consensus view and agree a scoring level for your organisation.

## The feedback report

The team finishes the feedback report and their recommendations for the Jury. The Jury members meet and as soon as the Jury has made its decisions these are communicated to you. The feedback report and the basis for the recommendation for the Jury are made available to your organisation. The most important aspect of this phase is the feedback session with the Assessor Team Leader, where the mutual understanding of the conclusions from the Assessors, in the light of actions and your future success as an organisation, is the key objective. Meanwhile the outcomes, especially for prize and award winners, are kept confidential until the celebration at the Forum.

## Application Fee

- EFQM Members – 8,000/15,000/20,000 Euros
- Non members – same as above + EFQM membership fee.

## EFA Finalists 2007-2005

### 2007

Comarca Gipuzkoa Ekialde – Osakidetza (ES) ■ Lauaxeta Ikastola Sociedad Cooperativa (ES) ■ Novia Salcedo Foundation (ES) ■ NXP Semiconductors Austria GmbH Business Line Sound Solutions (AU) ■ OBI Baumarkt Franken GmbH & Co KG (DE) ■ Philips Lighting Distribution, Regional Distribution Center Villeneuve Saint Georges (FR) ■ Ricoh/Nashuatec Benelux (NL) ■ Ricoh UK Products Ltd (UK) ■ Siemens Medical Solutions UK ■ Siemens, S.A. (ES) ■ Siemens Standard Drives Congleton (UK) ■ The Cedar Foundation (UK) ■ TNT Express Greece (GR) ■ Tobermore Concrete Products Ltd (UK) ■ Trimco, Engineering and Production of Prefabricated Buildings, d.d. (SI) ■ Villa Massa S.r.l. (IT) ■ Volkswagen Motor Polska Sp. z.o.o. (PL) ■ West Lothian Council – Housing Services (UK)

### 2006

Agria Djurförsäkring (SE) ■ Autoliv Cankor Turkey (TR) ■ BMW Group Chassis and Driveline Systems Production (DE) ■ Grundfos A/S (DK) ■ Cepsa Spain (ES) ■ Colegio Vizcaya (ES) ■ E.ON Tiszántúli Áramszolgáltató Zrt. (HU) ■ FIAT Auto Poland, Tychy plant (PL) ■ Fonderie del Montello S.p.A (IT) ■ Gaiker Centro Tecnológico (ES) ■ General Motors Powertrain Ltd (HU) ■ Govan Initiative Limited (UK) ■ Knorr-Bremse Europe (DE) ■ Lauaxeta Ikastola (ES) ■ Luka Koper d.d. (SI) ■ NRG Benelux (NL) ■ Nyirtavho (HU) ■ Philips Lighting BV BU starters (NL) ■ Post Danmark A/S (DK) ■ St. Mary's College (Londonderry) (UK) ■ Stora Enso Packaging Boards, Fors Mill (SE) ■ T-Systems Multimedia Solutions (DE) ■ TNT Express Estonia AS (EE) ■ TNT Express GmbH (DE) ■ TNT Express Greece (GR) ■ TNT International Business Unit Europe (UK) ■ Villa Massa S.r.l. (IT)

### 2005

BMW Chassis and Driveline Systems Production (DE) ■ Chambre de Commerce et d'Industrie Nice Côte d'Azur (FR) ■ Clinica Tambre (ES) ■ Euskalit (ES) ■ FirstPlus Financial Group Plc (UK) ■ Fonderie del Montello S.p.A. (IT) ■ Fundacion Novia Salcedo (ES) ■ Hospital de Zummarraga (ES) ■ Knorr-Bremse Systems for Commercial Vehicles (DE) ■ Knorr-Bremse Systems for Rail Vehicles (DE) ■ NRG Direct (NL) ■ Siemens Automation & Drives (UK) ■ T-Systems MMS (DE) ■ TNT Express Estonia AS (EE) ■ TNT Express ICS (UK) ■ Villa Massa S.r.l.

## The Feedback

- Viewed by most organisations as the most significant benefit of the application.
- Written feedback provides an Executive summary with strategic challenges, key themes and future aspect. In addition a list of strengths and areas for improvement for each of the criterion parts of the EFQM Excellence Model.
- The report contains a scoring profile on criterion part level, which can be used for benchmarking
- It is prepared by the team of independent Assessors, who are themselves, experienced managers and experts from across Europe.
- An opportunity for a face to face feedback meeting with the Assessor Team Leaders at your premises to discuss the content of the feedback

## Key dates

- Applicants send their Application Forms to confirm their participation  
**21 November 2008**
- Closing date for the submission documents to arrive at EFQM  
**30 January 2009**
- Site Visits  
**18 - 22 May 2009**
- Jury Meeting  
**June 2009**
- Applicants receive the feedback report  
**July 2009**
- EFQM Forum in  
**28 - 29 September 2009**

## Three Possible Outcomes

**Award winner**  
**Prize winner**  
**Finalist**



## For More information

### EFQM

Avenue des Pléiades 11  
B - 1200 Brussels  
Belgium

Tel: +32 2 775 3511  
Fax: +32 2 775 3535  
Email: [info@efqm.org](mailto:info@efqm.org)  
<http://www.efqm.org>