



Committed to Excellence (C2E)

Achieve service excellence and recognition

C2E is a programme, overseen by the British Quality Foundation (BQF), specifically designed for organisations or departments that are at the beginning of their Excellence journey.

Why Do It?

Organisations that have successfully completed the programme cite many benefits including:

- Providing a clear focus for activity that brings sustainable improvement to bottom Delivering real business improvements through the programme's three carefully chosen projects.
- Providing a positive, independent endorsement of the progress being made in the continual improvement of business practices.
- Demonstrating in a very tangible way to their customers and stakeholders a commitment to structured, continual improvement.
- Providing the opportunity to benchmark performance against other organisations using the same approach through the C2E database.
- Enabling them to effectively engage their staff in a structured and proven approach to continuous improvement with a common language and method.

And once you can demonstrate that you are a Committed to Excellence organisation, you can market your achievement.

Getting Started

Typically your Committed to Excellence journey will take between six to nine months to complete the three key stages of:

- Understanding your level of excellence and identifying your improvement opportunities.
- Systematically planning and implementing your desired top three improvement projects.
- Inviting external validation of your achievements.

We support you throughout this process by:

Stage 1

- Carrying out a scoping study and briefing session to ensure that your particular needs are understood.
- Providing you with appropriate training and understanding of the Model so that you can measure where your organisation is on its path to excellence.



Committed to Excellence (C2E)

Achieve service excellence and recognition

- Helping you to prioritise the critical three areas for improvement which will contribute to the achievement of your goals.
- Facilitating a workshop in which your key managers and staff will self-assess your organisation against the EFQM model (strengths and areas for improvement).

Stage 2

- Supporting the effective planning and implementation of your three prioritised improvement actions in project teams using the C2E structured method, including regular project reviews.

Stage 3

- Helping you to prepare for a site visit by external BQF Validator who will verify the implementation of your projects and the approach that you have used with a view to recognising your organisation as Committed to Excellence.
- Reviewing the report of the external validator with you and helping you to interpret and prioritise the issues arising including building on your strengths.

For More Information

See our website www.tealconsulting.co.uk or e-mail us at info@tealconsulting.co.uk.

CONTACT US

Surrey Office: +44 (0) 1483 420550

Leeds Office +44 (0) 113 2940375

E-mail: info@tealconsulting.co.uk

Website: www.tealconsulting.co.uk

