



Be Recognised for Excellence (R4E)

How excellent is your organisation?

R4E is a programme, overseen by the British Quality Foundation (BQF), specifically designed for organisations or departments that are well on their way to organisational excellence.

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 line profit and financial performance.
- Providing a fundamental driver to the development of leadership and service delivery.
- Confidence in the process, based on the high calibre, professionalism and experience of the external assessors.
- Ensuring that changes made to address areas for improvement are viewed holistically and truly add value to the business e.g. staff recruitment and retention.
- Creating the opportunity to network and benchmark with organisations on an international basis.
- Building a level of pride and a commitment to take the approach forward to higher levels.

And once you can demonstrate that you are a 'Recognised for Excellence' organisation, you can market your achievement.

Getting Started

Typically R4E takes six to nine months to complete. At the end of the process there is a week long site visit by an external assessor team to analyse what you do and the results that you are achieving against the EFQM Model. This involves a review of documentation (prepared by you) and interviews with a cross-section of your people.

The outcome is a comprehensive feed-back report on the strengths and areas for improvement of your organisation along with a score. Those organisations scoring above 300 points will be 'Recognised for Excellence'.

We support you throughout this process by:

- Carrying out a scoping study and briefing session to ensure that your particular needs are understood.
- Supporting the planning and preparation of appropriate documentation including regular reviews.
- Further developing your understanding of the Model and its application through tailored work programmes.
- Providing insight and support for the planning of an effective site visit including regular reviews.
- Reviewing the report of the external assessors with you and helping you to interpret and prioritise the issues arising including building on your strengths.

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



For More Information

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



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