



# 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.



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- Providing you with appropriate training and understanding of the Model so that you can measure where your organisation is on its path to excellence.
- 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](http://www.tealconsulting.co.uk) or e-mail us at [info@tealconsulting.co.uk](mailto:info@tealconsulting.co.uk).

## CONTACT US

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