

Process Excellence



Business Excellence Self Assessment

Business Excellence Self Assessment is a proven means of monitoring and progressing success within your organisation.

How can Business Excellence Self Assessment help you?

The self-assessment approach provides a framework for delivering continuous and sustained performance improvement - making your entire organisation more effective, competitive and, ultimately, more profitable.

The Business Excellence Self Assessment process combines a systematic and regular audit of the organisation with facilitated discussion. The process is carried out by the organisation's management team, at any suitable level – organisation, department or division.

It reviews the key "enablers" and "results" of business excellence and assesses progress towards Total Quality Management. The areas covered by the review are:

- Leadership
- People Management
- Policy and Strategy
- Resource Management & Partnerships
- Processes
- People Satisfaction
- Customer Satisfaction
- Impact on Society
- Operational Results

We can help you with this process by providing experienced facilitators to guide and assist you with the self-assessment. This will ensure that the initial assessment is carried out rigorously and consistently.

This approach to quality management:

- helps management sustain motivation and commitment to pursuing excellence
- provides a basis for comparing best practice and identifying progress
- is neither bureaucratic nor very time-consuming – it takes about a day
- is not prescriptive - each management team decides what approach is most effective for them
- is comprehensive, covering all aspects of an organisation related to quality of service and outputs.

The most important and valuable outcomes are the insight and resulting actions that come from the self-assessment.

What are the benefits?

- Improved operational and business results
- Better staff satisfaction
- Higher customer satisfaction levels
- Continuous improvement in processes with fewer costly errors
- Competitive advantage
- A more effective management team

Our experience

We have over 200 clients across UK with whom we have developed and certified quality management systems.

Our consultants average ten years of quality management experience across most industry sectors.

How can I find out more?

To find out more about how Facilitators Quality Management can help you assess the quality of your current business or to arrange a meeting, please contact us on:

Telephone: 01224 628370

E mail: moreinfo@facilitators.co.uk

Or visit our website at www.facilitators.co.uk