



succeed

Levels of Excellence

Committed to Excellence

A simple practical way to begin your organisation's
Excellence Journey

Application Form Enclosed



Quality Scotland's Levels of Excellence programme offers a series of recognition opportunities, each of which requires a higher level of performance to be demonstrated:

- 1 **Committed to Excellence**
- 2 Recognised for Excellence - Bronze
- 3 Recognised for Excellence - Silver
- 4 Recognised for Excellence - Gold
- 5 Scottish Awards for Business Excellence
- 6 European Quality Award

This brochure provides details on Committed to Excellence. For further information on any of the other schemes within Levels of Excellence, please contact Quality Scotland on 0131 556 2333 or email info@qualityscotland.co.uk. See also www.efqm.org



What is Committed to Excellence?

Committed to Excellence is a Europe-wide recognition scheme that is an ideal starting point for any organisation wishing to embark on an improvement programme leading towards Business Excellence. Achieving Committed to Excellence will **demonstrate to your staff and customers that you are serious about continuous improvement** and are dedicated to the pursuit of Excellence.

The emphasis of Committed to Excellence is on helping you understand your organisation's current level of performance and establishing improvement priorities.

Who can benefit from Committed to Excellence?

Any organisation, regardless of size, sector or maturity can participate. Organisational units or branches within organisations may also apply.

How will Committed to Excellence help your organisation?

Committed to Excellence offers a cost effective approach to business improvement that will provide you with:

- A holistic view of your organisation, its strengths and areas for improvement
- The ability to prioritise and plan your improvement activity
- A practical and user-friendly way to adopt the principles of the Excellence Model and Self Assessment, as a means of identifying and managing improvement initiatives
- A starting point to plan your continuous improvement activities and a migration path towards Excellence
- The opportunity to have your commitment independently validated by a Quality Scotland validator under license from EFQM.

get results



- Information to help you understand how you manage your organisation or operational unit
- Information about how leading edge organisations manage and improve their performance
- Recognition for your efforts in seeking to become an excellent organisation
- The opportunity to demonstrate to existing and potential customers that you have achieved recognition for your commitment to continuous improvement
- A common language for effective dialogue with other well-managed and successful organisations that use the Excellence Model

achieve
innovate



What's involved?

Committed to Excellence is a **Europe-wide recognition scheme** that was developed by the European Foundation for Quality Management (EFQM). The evidence required and processes followed are identical across Europe.

There are two stages to the scheme, which must be completed within a nine month time frame:

1. Self-Assessment and Action Plan Development
2. Validation

In **Stage 1**, you will carry out a simple Self-Assessment of your organisation using a method that is agreed by Quality Scotland. If you wish, you may receive support from an experienced facilitator trained by Quality Scotland when conducting your Self-Assessment, but this service is chargeable. For information on how to access the support of a facilitator, contact Quality Scotland on 0131 556 2333 or email info@qualityscotland.co.uk.

Using the outputs from your Self-Assessment, you will then:

- Identify potential Improvement Actions
- Prioritise your Improvement Actions and select those you will undertake as part of your Committed to Excellence application
- Develop an Action Plan
- Implement your Action Plan

take the lead inspire

In **Stage 2**, around 6-9 months after Self-Assessment, you must have your Action Plan independently validated by a trained Quality Scotland validator during a one day site visit. You will receive a feedback report on your application.

Successful validation of your Action Plan will qualify your organisation to receive Committed to Excellence. You can then use the EFQM Committed to Excellence insignia on your promotional material and will receive a certificate and plaque for use in your premises. Committed to Excellence accreditation is valid for two years.

If your organisation is unsuccessful you will receive guidance within your written report on where you need to improve before re-applying for Committed to Excellence.

You can ask for a new date for your Action Plan to be validated within 3 months of your first site visit. A fee for the repeat site visit will be payable. Alternatively, you can re-apply for Committed to Excellence at a later date but must complete a new Self-Assessment.

[Further information on the EFQM Excellence Model contact Quality Scotland on 0131 556 2333 or email \[info@qualityscotland.co.uk\]\(mailto:info@qualityscotland.co.uk\)](#)



Further Information

When Quality Scotland has received your application and the appropriate fee, you will receive:

- Access to Business Juggler, Quality Scotland's online Self-Assessment tool. Business Juggler can be used to complete Stage 1 in the Committed to Excellence scheme. The cost of Business Juggler (normally £150 +VAT) is included in Committed to Excellence. If you have previously conducted a Self-Assessment using Business Juggler, the cost will be deducted from the cost of Committed to Excellence.
- A document called Committed to Excellence Guide for Applicants. This explains how to prioritise the Areas for Improvement, identified as a result of your assessment. It also contains a template to structure the 3 improvement actions that will be validated during the site visit.
- A set of 10 booklets that explain the EFQM Excellence Model and provide examples of approaches used by different European organisations.



Committed to Excellence Application Form

Please complete all sections

An electronic version of this application form is also available from the Quality Scotland website.
Log on to www.qualityscotland.co.uk

Section A Your Details

Name of Organisation

Address

Postcode

Name of Contact Person

Telephone

Email

Contact Address
(if different)

Name of Chief Executive
(or equivalent)

Section B General Information

Are you applying as (please tick the option that best describes your organisation)

Whole organisation (more than 250 employees)

Small or Medium sized organisation (less than 250 employees)

A business unit or branch of an organisation

To which industrial sector does your organisation belong?

Total number of employees

Location(s) of your
organisation's principal
site(s).

Please describe in around 250 words the main activities of your organisation, including history, business excellence journey to date, key activities, services or products, key customers and key markets. Use an additional sheet if required.

If you are applying as part of a larger organisation, please provide the following details about the overall company:

Company Name

Address

Postcode

Telephone

Please describe the relationship between your business unit and the whole organisation and if necessary provide separately an organisation chart showing the relationship

Section C Self-Assessment

Method of Self-Assessment

Business Juggler

Other

Section D Declaration

I agree, on behalf of my organisation, to abide by the rules of the Committed to Excellence Scheme and accept that the decisions of Quality Scotland are final. I accept that Quality Scotland has the right to reject applications that do not meet the rules of the scheme.

Signed by

Name/Position

Date

Section D Application and Fees

Please return your application to

Quality Scotland
11 Abercromby Place
Edinburgh
EH3 6LB

You will be invoiced for an application fee of **£1250 + VAT (Quality Scotland Members)** or **£1500 +VAT (non-Members)**. This includes support materials and a site visit.

Other costs to consider are:

- Whether you require your Self-Assessment and improvement planning workshops to be supported by a Quality Scotland trained and licensed facilitator. Please contact Quality Scotland to discuss fees for this.
- If you have already purchased Business Juggler and are using this as your method of Self-Assessment £150 will be discounted from your invoice.

Self Assessment Option

Please tick the appropriate box below:

I do not require the support of a facilitator during Self-Assessment

I require the support of a facilitator during Self-Assessment



How do you apply and how much does it cost?

To participate in Committed to Excellence you need to complete and return the attached Committed to Excellence application form.

If you require further copies of the application form, contact Quality Scotland on 0131 556 2333, email info@qualityscotland.co.uk. Additional information ifor Applicants are also available from Quality Scotland.

- Complete and return your application form to:

Quality Scotland
11 Abercromby Place
Edinburgh
EH3 6LB
Email info@qualityscotland.co.uk

Committed to Excellence will help you understand your organisation's current level of performance and establish improvement priorities.

set targets

Costs

The costs for applying for Committed to Excellence are:

Quality Scotland Members £1250 + VAT
Non Members £1500 + VAT

If you conduct your Self Assessment using Quality Scotland's Business Juggler* the cost of Business Juggler (£150 + VAT) will be deducted from the cost for Committed to Excellence. This includes support materials and the 1-day site visit but does not include expenses. In cases of particularly large or complex organisations the need for additional validator time and costs will be discussed at the time of enquiry or application.

Other costs to consider are:

If you require your Self-Assessment and improvement-planning activity to be supported by a Quality Scotland trained facilitator, please contact Quality Scotland to discuss fees. Tel 0131 556 2333 email info@qualityscotland.co.uk

* For information on Business Juggler, contact Quality Scotland as above.



If you'd like more information on Levels of Excellence, Business Juggler or any of Quality Scotland's other products or services, please contact Quality Scotland on 0131 556 2333 or email info@qualityscotland.co.uk



be inspired



INVESTOR IN PEOPLE

Quality Scotland, 11 Abercromby Place, Edinburgh EH3 6LB T: 0131 556 2333

Promoting Business Excellence

