



## The EFQM Excellence Award 2016

**Discover the outcome of this challenging process!**

The Assessment and Recognition scheme offered by EFQM, as part of its portfolio, provides organisations with a challenging and independent assessment of their performance across the EFQM Excellence Model at any point of their continuous improvement journey. It culminates with the EFQM Excellence Award Programme (EEA) which recognises Role Model organisations in Europe and beyond. Reviewed last year to deliver the highest added value possible to organisations entering it, the Award is supported by one of the most challenging assessment process, making the recognition even more prestigious.

This year, a first batch of Applicants took part in the reviewed Award process and we would like to congratulate them on their great performance! They all are Role Model organisations from which we can learn from! Well done!

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## EFQM Excellence Award Winner

## Ayuntamiento de Alcobendas - EFQM Excellence Award Winner 2016



Ayuntamiento de Alcobendas is a municipality that goes the extra mile for its citizens, sometimes delivering creative activities over and above its mandate to satisfy and exceed its customers' needs despite a sometimes difficult environment. The Jury recognised that Alcobendas demonstrate Role Model approaches, behavior and results in various areas such as: Economic planning and management toward sustainability, responsible management and transparency but also Participation of its stakeholders in process and service design and decision of municipal policy. Alcobendas really shows what a Role Model municipality should look like, already perceived as a national Role Model in Spain, reading now to learn from at global level. Well done!

## EFQM Excellence Award Prize Winners

### Aéroports de Lyon - EFQM Prize Winner in Managing with Agility



Aéroports de Lyon has started its journey to Excellence a long time ago which is quite visible in its culture and working style. The assessor team visiting the company and the EEA Jury were both impressed by the strategy planning and deployment, but also by the EPM – Enterprise Management tool and the Airport Operational Control Center. Well done!

### Bradstow School - EFQM Prize Winner in Adding value for Customers & Creating a Sustainable Future



Bradstow School is an institution recognised by many as unique in the field of several mental disabilities and autistic spectrum and providing exceptional care to children. The Jury was impressed by the people development with reflective practice to deliver extraordinary level of care and education to Bradstow's patients, within a culture of gentleness. The Blue sky days, high 5 is another Good Practice recognised by the Jury. Well done!

## City of Glasgow College - EFQM Prize Winner in Sustaining Outstanding Results



City of Glasgow College is the largest college in the region of Glasgow after a successful merger of 3 city colleges in 2010. They are the global leader for maritime education. A characteristic of CoGC is its top level commitment and understanding of excellence but also a close relationship with its students. The EEA Jury was impressed by the strong orientation to results driven by priorities, aims and targets. Well done!

## GC Europe - EFQM Prize Winner in Leading with Vision, Inspiration and Integrity



GC Europe is the embodiment of the successful merging of the Japanese and European cultures and values within a company. As a result, the company and its employees share a very special bond which, together with a strong focus on improvement processes, allow GC Europe to constantly remain innovative and leading within their business. The Jury was especially impressed by the Leadership behavior driving the company and by the common values defined in the "GC No Kokoro" framework which unites all associates. Well done!

## General Directorate of IETT - EFQM Prize Winner in Adding value for Customers



**IETT**  
İŞLETMELERİ GENEL MÜDÜRLÜĞÜ

General Directorate of IETT Enterprise in an institution facing many challenges to ensure the mobility of Istanbul's citizens and coming up with innovative solution based on its strong customer focus. The Jury was especially impressed by an approach called "Empathy Week" during which a quarter of the employees and manager use public transports and collect improvement opportunities from the point of view of a customer. Well done!

## Glasgow Housing Association - EFQM Prize Winner in Developing Organisational Capabilities



Glasgow Housing Association is an organisation that proved you can turn a failing organisation into a high performing one with 90% customer satisfaction. The Jury was impressed by the many approaches in place that allow Glasgow Housing Association to achieve such high results, this includes: The Think Yes approach, Communities of Excellence, Partnership Management or Apprenticeship. Well done!

## Robert Bosch GmbH Blaichach Plant - EFQM Prize Winner in Creating a

**Sustainable Future & Sustaining Outstanding Results**



**BOSCH**  
Invented for life

Robert Bosch GmbH, Blaichach Plant is a mature organisation that has been committed to continuously improve for a long time and received many awards over the years, highlighting that they're striving for Excellence. The Jury was impressed by several approaches developed by Blaichach Plant, starting with the Apprentice programme "Tat vor ort", it's excellent deployment of Industry 4.0 showing their technology leadership. Well done!

**Stavropol State Agrarian University - EFQM Prize Winner in Developing Organisational Capabilities**



Stavropol State Agrarian University, who took part in the EFQM Excellence Award 2013, has shown significant progress in several areas proving its commitment to continuously improve for the benefit of all its stakeholders. The Jury recognised that Stavropol University demonstrates many Good Practices, for example in putting the emphasis on the student upbringing process, or by having implemented a holistic approach to develop new products and services. Well done!

**EFQM Excellence Award Finalists**

**AHOLD Czech Republic, a.s.**



Albert Czech Republic was the first retailer in the country in 1991, supplying food and basic non-food products. This ambitious organisation now operating in the consumer goods sector has been able to develop a strategy to thrive in a saturated market and grow. The EEA Jury recognised the clear dual strategy for growth, but also the social role played by AHOLD to provide healthier food for children but also a sustainable future for society. Well done!

**Bosch Security Systems, S.A.**



# BOSCH

Invented for life

Bosch Ovar is located in the Industrial area of Ovar city, 30 km south of Oporto. It acts as an Electronics Manufacturing Service provider and is part of Bosch Security Systems Division (ST). Both the Assessor

Team and the EEA Jury were impressed by the solid growth led by the leaders of Bosch Ovar who managed to obtain new customers, increase sales and Plant output. Well done!

**Coca**

**Cola**

**Icecek**

**Supply**

**Chain**



Coca Cola Icecek A.S. is part of Coca-Cola System and acts as bottling company in 10 countries. This company employs 10.000 proud staff, eager to grasp opportunities for development and to share knowledge, taking over best practices between plants. The EEA Jury clearly saw that Coca Cola Icecek understands its impact on the society and environment it operates in, and is strongly acting according to I with a well-integrated sustainability approach cascaded down to the plant level. Well done!

**Hospital**

**Universitario**

**Infanta**

**Elena**



Hospital Universitario Infanta Elena

Hospital Universitario Infanta Elena is a private hospital located in the Madrid region and has the best patient satisfaction rate of the Group 1 - less complex hospitals. It was clear to the EEA Jury that HUIE has a strong focus on technology and Innovative tools and services to remain competitive but also to offer quality care to its patients, who are at the heart of the hospital's activities. Well done!

**Recupel**

**vzw**



Recupel is a non-for-profit organisation founded to organize the Waste Electrical and Electronic Equipment take-back obligation in Belgium. Recupel showed that it knows how to improve and prepare itself and its partners to meet current and upcoming tasks. In this regard, the EEA Jury noticed particularly the several new approaches that have been implemented to ensure the positive future for Recupel. Well done!

**Tarsus**

**Belediyesi**



Tarsus Belediyesi is a Turkish public entity organisation established to meet the common needs of residents in Tarsus. The Municipality has showed it could manage and sustain change without decreasing its performance results. The jury recognized as such the good approaches implement in all areas and in balanced way but also the sold results achieve by Tarsus Belediyesi. Well done!



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