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# Excellent news for D&D Excellence comes with advice

SEVENOAKS and Erith firm D&D Excellence Limited has been licensed as advisers for Investors in Excellence, a national recognition programme.

CBI director general Digby Jones said at the launch of the scheme the CBI backed the initiative, and support also comes from the DTI and from the UK Excellence Federation.

Investors in Excellence involves a rigorous assessment of an organisation's current abilities, and encourages a culture of continuous improvement.

Organisations have to demonstrate good levels of capability in the way they are managed, and high levels of performance in the results they achieve.

Aspects considered in assessing how well the organisation is managed include the leadership, its strategy and planning, how it manages its own people, its partnerships and other resources, and its processes and customer focus.

The full range of results are considered, so it includes customer satisfaction, employee satisfaction and the views of the local or wider community, as well as financial outcomes.

It is open to organisations of all sizes in the private, public and not-for-profit sectors. As it looks at such a breadth of activities, it may appeal to those who have already achieved Investors in People, ISO 9000 or Charter Mark,

and who are looking at ways to take their improvement programmes further.

Successful organisations receive the Investors in Excellence recognition comprising certificate, plaque and the right to use the logo. Certification lasts for two years, after which the organisation must reapply.

At this stage the organisation will be expected to show how it has improved since the last time, and if there is no evidence of continuing improvement the accreditation will not be maintained.

## Helping

One of the two D&D Excellence directors Derek Medhurst said: "We specialise in helping organisations to use the European Foundation for Quality Management excellence model in their improvement programmes, using comparatively simple methods with those who are just starting to use the model, right up to the more comprehensive ways of helping those who are applying for the European Quality Award."

Co-director Dave Richards added: "Organisations wanting to commit for Investors in Excellence have to apply through the British Quality Foundation, but if they want to find out more about the excellence model our website at [www.ddexcellence.com](http://www.ddexcellence.com) has some background about it, and also a link to the BQF's website."