

Individual Recognition

EFQM Individual Recognition

In the first year of this new programme, we designed this formal recognition programme for individuals who have contributed to the Excellence movement and have demonstrated personal support for EFQM's mission.

We would like to congratulate our first two recipients of this award: Emmanuel Perakis and Derek Medhurst.

The Excellence community has a reputation for networking and sharing experiences in order to learn about approaches that contribute to Organisational Excellence. Individuals who apply for recognition have the opportunity to document their experiences as part of the application process. It provides an opportunity to share insights and success stories with peers in the Excellence Community. Many individuals wish to promote the concepts of Excellence and are willing to share their good practices. An application provides an opportunity to do so. Over time, as the number of insights and success stories grows and are published in the EFQM News and on Excellence One, it will become a valuable resource for all to access and learn from.

Recognition validates the worthiness and credibility of achievements because it is awarded by an independent jury of peers. External and validated recognition by a prestigious organisation (EFQM) and peers from the Excellence Community can have a positive impact on Work and Career development.

There are 5 Award Categories:

- The Leadership Award
- The Strategic Development Award
- The People Management Award
- The Partnership Development Award - The Resource Management Award
- The Management Practice Award

The keydates for 2004 are:

- 8-10 Oct 03 - Launch of 2004 scheme at the EFQM Forum in Helsinki
- 15 Dec 03 - Final date for nomination
- 15/12/03 to 25/01/04 - Jury evaluation
- 30/01/04 - decision communicated to nominees
- March 2004 - Formal recognition during the Learning Edge Conference

<http://www.efqm.org>

Emmanuel Perakis Business Excellence Manager Vodafone Panafon SA - Greece *The Leadership Award*



Emmanuel's application addresses his personal involvement in supporting and implementing

in his local and global business environment the concept of Excellence, by:

- *Supporting EFQM Levels of Excellence:* Besides being Senior Assessor of the EQA and Validator for the Commitment Scheme, he has managed Vodafone Panafon's successful participation in both 2001 pilot Recognition and Commitment schemes, and has promoted the Levels of Excellence through a number of articles and presentations in Greece.
- *Integrating Vodafone's Values in the EFQM Model:* he initiated the concept and managed the project to customise the EFQM Model, aiming to integrate the Vodafone global Values within the Model (*Passion for Results, Passion for the Customer, Passion for our People and Passion for the World around us*), and include in the Model - which is branded "Let's Evolve"- specific Telecom idiosyncrasies and trends to be assessed
- *Supporting the Excellence concept within Vodafone globally:* he initiated and established a global community of Quality practitioners from Vodafone worldwide, in order to enhance and spread the concept of Excellence, organising the 1st Vodafone Group Business Excellence Forum in Athens, which has now become an annual Vodafone event.
- *Introducing Self-Assessment within his organisation:* as project manager, he has secured organisational commitment to run a company-wide Self-Assessment for the last three years, in order to identify strategic areas for improvement, and has further linked the process with other management systems.

Emmanuel believes that "the EFQM model deserves attention, because it is the tool that summarizes in a simple way the vital few management practices needed to run a business effectively and efficiently", and has therefore done tremendous work to keep the concept of Excellence alive, in both Vodafone and the wider business environment.

Derek Medhurst Director - D&D Excellence Ltd - UK *The Leadership Award*



Derek's application covers his role in actively promoting Excellence and the EFQM Excellence Model over a number of years, first in an employee role in a major UK financial services organisation, and latterly as a consultant in a 2-person business. Since first being assessor trained in 1993, the EFQM Excellence Model has been a clear framework for his instinctive customer-focused approach, and the values underpinning the Model fit well with his personal values. This and having seen how it can give benefits, means that he wishes to promote its use as widely as possible.

He believes that a Leadership role for Excellence demands establishing a high level of credibility. This includes role modelling the culture, gaining a high level of expertise in the practice of Excellence, and promoting Excellence and the Model widely. In promoting and role-modelling, he has used traditional mechanisms such as presentations, articles in various media, supporting individuals through coaching and organisations by Self-Assessment facilitation. He also uses some more unconventional ways to raise its profile. The approaches have all been carried out by him, but he fully recognises that support from colleagues has made it easier at various times.

Derek is a strong supporter of the EFQM and regularly involves himself in consultation on new policy initiatives. He firmly supports a quote by someone who photographed a refugee camp in Africa that "the worst situation is the person who does nothing because he thinks he can only do a little".