

## **Steps To Excellence**

Health Estates has achieved the Gold award for its second submission to the Steps to Excellence scheme. This is a major achievement for the Agency and it is a tremendous tribute to all of the staff in the Agency.

The scheme is run by the Centre for Competitiveness and the award was made to the Agency at the Northern Ireland Quality Awards ceremony on 30 January 2006.

The Agency has been using the European Foundation for Quality Management (EFQM) model as a business improvement tool since 1997/1998. The model assesses how organisations utilise results for improvement and focuses on 5 core areas:

- Leadership
- Policy and Strategy
- People
- Partnerships and Resources
- Processes



The Agency's annual Staff Satisfaction Survey is a key part of the process and provides important feedback and results.

Submission to the Steps to Excellence award scheme involved an independent assessment by a team of qualified assessors. The assessor team visited the Agency back in November 2005 and spoke to a broad range of people within the Agency. Health Estates hopes to continue to build on the progress achieved to date in maintaining the existing standards and in moving to the next level in the award process of 'Mark of Excellence'.



