

babcockTM



SC21 Assessment tools

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SC21 Implementation Model



The Manufacturing Excellence toolset is used to examine the extent to which an organisation has implemented lean tools and principles.

- Shop Floor Diagnostics – used to understand the extent of the application of lean management and the physical deployment of tools and techniques in specific areas of the facility (usually cells or production lines)
- Management Commitment – used to understand how the organisation's senior management team are enabling lean activities within the facility



The EFQM Model & Business Excellence



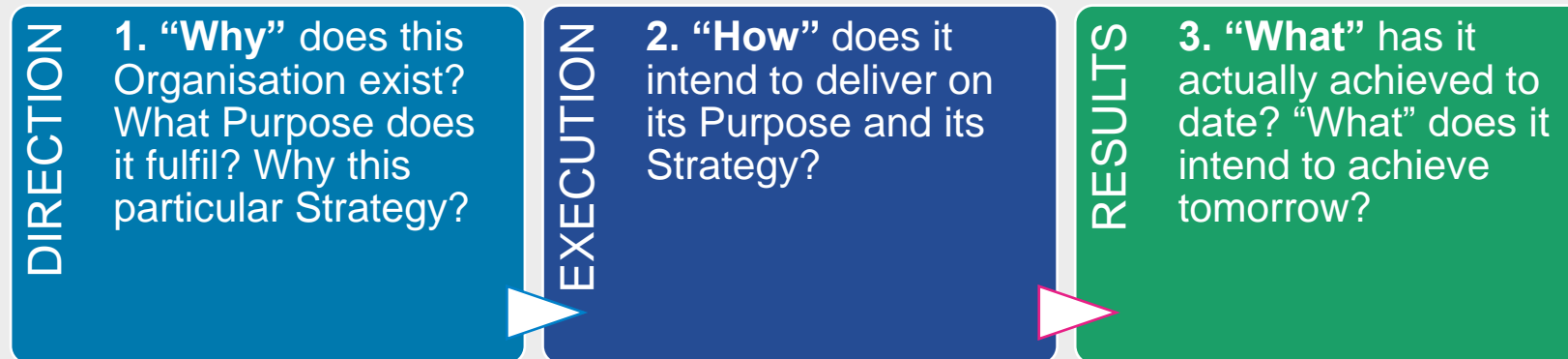
A Strategic Model, focused on operational performance and a results orientation.

Used to test the coherence and alignment of an organisation's ambitions for the future, referenced against its current ways of working and its responses to challenges and pain-points.

What is the EFQM Model?

- A globally recognised framework that supports organisations in managing change and improving performance.
- A Strategic Model, focused on operational performance and a results orientation.
- Used to test the coherence and alignment of an organisation’s ambitions for the future, referenced against its current ways of working and its responses to challenges and pain-points.

Structure based on asking three questions:



- The Central rationale of the EFQM Model is the connection between the Purpose and Strategy of an organisation and how that is used to help it Create Sustainable Value for its Stakeholders and deliver outstanding Results.



- The Relationship Excellence Assessment tool is based on the **International Standard for Collaborative Working - ISO44001**.
- The SC21 Relationship Excellence assessment is used to understand an organisations collaborative working approach and use of relationship tools, techniques and philosophies.
- The assessment explores how the organisations senior management team enable collaborative working and drive business results across the boundaries of the company, including customers, suppliers and other external partners.

- The relationship management review process is used to regularly assess, improve and review the working relationship between two parties, usually a supplier and customer relationship.
- The intervention is based around the a questionnaire tool used to gather the perceptions of individual stakeholders on both sides of the relationship being analysed.

