

If you have any questions or want further details on any of the enclosed information please go to our dedicated Values into Action website.

Excellence

A vertical stack of five colored squares: light blue, teal, dark blue, white, and red.

CUSTOMER SERVICE

RESPECT

INTEGRITY

EXCELLENCE

INNOVATION

Making Excellence the standard

Excellence, by definition, is not the norm. It is about unusually high standards, standing out from the crowd, setting new levels of performance.

It is unsurprising then, that achieving excellence requires extraordinary dedication and commitment and any organisation that provides excellence, in terms of service or product quality, will maintain a competitive edge.

Companies and individuals who aim for excellence:

- Strive to be the best in their industry.
- Create an environment where team members will continually try hard to improve.
- Create an atmosphere where team members are able to define, take responsibility for and believe in the standards across the group.
- Regularly benchmark and measure themselves against external and internal standards.
- Structure relationships with others (suppliers, service partners) to encourage excellence.

Here is an inspiring example of Excellence, demonstrated by the winner of this category in 2006:

Annual Winner

David Armsworth-Maw, formerly Senior Manager (Health & Safety, Fire & Risk Management), Land Securities Trillium

Nominated by: Mark Smith, Assistant Technical Director, Land Securities Trillium

Reason for nomination:

I would like to nominate David Armsworth-Maw for the Excellence he displayed in his recent work carrying out a formal investigation and producing a written report into alleged food poisoning claims at BBC Television Centre. He displayed an exceptional level of knowledge and competency throughout the investigation, and has been fundamental in LST and Compass being able to demonstrate to BBC Management and BBC Unions that the claims are unfounded. The thoroughness of his investigation left no stone unturned and it truly felt like dealing with an external EHO!! It is clear that the BBC Union has significant trust in David's report and verbal briefing to them. This trust has developed not only as a result of this incident, but also through previous occasions, when David has conducted similar comprehensive investigations and produced high quality reports. He consistently demonstrates excellence in this field.

We look forward to receiving your nomination!

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