



# IMSM Reach for the Stars

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IMSM Ltd. are pleased to announce our recent 5\* success with the European Foundation for Quality Management's "Recognized for Excellence" programme.

IMSM, previous to our recent success held a Four Star certification. We have now joined an exclusive list of organisations of whom hold the Five Star certification. A Five Star certification is the highest level an organisation can achieve, and reflects an organisations unwavering commitment to excellence, innovation, social and environmental responsibility.



The EFQM (European Foundation for Quality Management) serves to help organisations improve and achieve high levels of performance through its Recognised for Excellence model (R4E). The model covers nine criteria, including leadership skills, policy and strategy, internal processes and the results they have achieved from customer, employee, society and key performance sectors.

Five star certification, which is held by organisations such as Virgin Trains and logistics giant Kuehne & Nagel, is the highest an organisation can achieve. Excellence Manager at IMSM Wendy Mewis, said the following;

"It would be easy for everyone to believe that the success of this programme is purely down to the Excellence Committee – but this is not the case. Every survey you have ever participated in, every suggestion put forward, activities and meetings undertaken, new processes and ideas, client stories and the professional way each and every one of you conduct your daily activities are all taken into account, evaluated and scored"

IMSM, are BQF Premier Members, and are committed to continuing the R4E excellence programme (and maintaining their 5\* certification through a programme of BQF seminars and workshops).