

In Preparation for Management Review, ESS Joins European Foundation for Quality Management

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Excellence in Science for Society. The European Spallation Source has joined EFQM as part of a systematic approach to fortifying the ESS core value of institutional and operational excellence.

LUND—In May of this year, the European Spallation Source ERIC (ESS) joined the European Foundation for Quality Management (EFQM), a not-for-profit, membership-based foundation made up of nearly 500 companies and organisations across Europe and around the world.

An EFQM-led workshop held with ESS management in September, and a follow-up this month, will provide valuable external analysis for the first ESS Management Review Meeting to be held November 23.



ESS Director General Jim Yeck (l) and EFQM CEO Léon Tossaint at the signing of the membership agreement in May 2016. PHOTO: ESS

‘As a Greenfield organisation, continuous development is vital for the ESS project,’ says ESS Director General Jim Yeck. ‘The EFQM model is relevant and supports our intention to build a culture of excellence.’

EFQM Excellence Model Provides Input for Internal Review



Founded in 1989 by 14 CEOs of major European companies, EFQM is a business network with a mission to improve and drive sustainable performance through its comprehensive, flexible management framework. The EFQM Excellence Model was developed by a team of experts from industry and academia to support an organisation's goals to achieve a holistic view and continually develop and assess its level of excellence.

'On behalf of the EFQM team, we welcome ESS as a valuable member of our excellence network, and we are thrilled to support this unique project,' says EFQM CEO Léon Tossaint, who was in Lund this spring for the signing of the membership agreement.



The EFQM membership initiative originated with the ESS Quality Division, including Quality Assurance Officer Ivan Korunoski (far left) and Head of Division Mattias Skafar (far right). Between them are ESS Director General Jim Yeck (I) and EFQM Director of Business Development Christian Forstner. Forstner led the September 12 workshop at ESS. PHOTO: ESS

Through EFQM's two workshops at ESS this fall and its final written feedback report, the organisation will provide ESS with a non-prescriptive external review and analysis of ESS management practices. This is the first time the EFQM framework will be applied within a large research facility, creating an opportunity for improvement of both the model's implementation and the ESS project's organisational structure.

'ESS is under constant change as a research facility in the Construction Phase. Thus, it is challenging to explore and develop excellence practices and it is clear that EFQM and their model fulfil necessary criteria to support ESS's maturation to a world-leading neutron research facility,' says Ivan Korunoski, ESS Quality Assurance Officer.

Shared Best Practices to Support Decision-Making

As a member, ESS will also leverage the shared best practices of EFQM and its extensive



network. These include EFQM's practical experience working with a diverse range of organisations and universities, as well as large-scale global companies. The dynamic EFQM Excellence Model is designed to be relevant regardless of an organisation's size, sector or maturity.

'With the approach of the first ESS Management Review meeting in November, the results of the collaboration with EFQM will serve as very relevant input for the Management review and support management decisions in our journey towards organisational and overall ESS Excellence,' says Mattias Skafar, Head of the ESS Quality Division, which launched the initiative.



Participants at the September 12 EFQM Workshop at ESS included members of ESS Management and Division Heads. PHOTO: ESS

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