Projects and Products Portal for Leonardo da Vinci

# EQUABENCH - Benchmarking European Excellence

UK/08/LLP-LdV/TOI-163_167

http://www.adam-europe.eu/adam/project/view.htm?prj=4332

## Project Information

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|---|---|
| Title: | EQUABENCH - Benchmarking European Excellence |
| Project Number: | UK/08/LLP-LdV/TOI-163_167 |
| Year: | 2008 |
| Project Type: | Transfer of Innovation |
| Status: | completed |
| Country: | UK-United Kingdom |
| Marketing Text: | EQUABENCH establishes a network of eight VET organisations, from across Europe, with proven track record in innovative quality approaches. Partners exchanged, applied and recorded best business practice in order to improve the quality of services delivered to VET customers. |
| Summary: | EQUABENCH was a two year Transfer of Innovation project involving eight partners from across Europe.<br><br>EQUABENCH partners participated in a series of six workshops in order to exchange best, innovative practice. Information gathered were used to produce associated Innovative Practice Guides that were freely available to any organisation. |
| Description: | Vocational Education and Training (VET) organisations across Europe serving people with disabilities and disadvantage differ considerably in terms of performance levels, effectiveness, quality management and nature of service delivery.<br><br>EQUABENCH is a two year Transfer of Innovation project involving eight partners from across Europe.<br><br>The EQUABENCH network includes:<br>The Cedar Foundation - Northern Ireland<br>National Learning Network - Ireland<br>European Platform on Rehabilitation - Belgium<br>Centro Studi Opera don Calabria - Italy<br>Josefsheim gGmbH - Germany<br>Pluryn Arbeid - Netherlands<br>Centro de Reabilitacao Profissonal de Gaia - Portugal<br>Institut Republike Slovenjie za Rehabilitacijo - Slovenia<br><br>Partner organisations will meet regularly over a two year period to share expertise and best business practice at workshops, benchmarking activities and dissemination events. This activity will result in the development of 6 Innovative Practice Guides which will be freely available to all interested parties.<br><br>Workshops and Innovative Practice Guides will focus on the following themes which are linked to the EFQM Fundamental Concepts of Excellence:<br>Leadership and Constancy of Purpose<br>Management by Process and Fact<br>People Development and Involvement<br>Customer Focus<br>Results Orientation<br>Continuous Learning, Innovation and Improvement<br><br>The EQUABENCH network was established with the aim of facilitating the import and export of best business practice in order to improve the quality of training for people who have a disability or other form of disadvantage e.g. increased employment outcomes for VET customers.<br><br>The activities and outcomes of EQUABENCH are summarised within the following objectives:<br>• To share best practice within the partnership by delivering 6 workshops aligned to the EFQM Fundamental Concepts of Excellence.<br>• To produce 6 corresponding innovative practice guides. |

## Project Information

• To enable partners to observe the application of innovative best practice through benchmarking visits that will be facilitated within the workshop schedule.
• To ensure the involvement of key stakeholders including beneficiaries, employers, funders and policy makers in project implementation and dissemination activities.

Themes: *** Quality
*** Others
** Access for disadvantaged

Sectors: *** Human Health and Social Work Activities

Product Types: others

Product information: EQUABENCH have 3 main product categories:
1. 6 Innovative Practice Guides structured against 6 EFQM Fundamental Concepts of Excellence i.e. Leadership and Constancy of Purpose; Management by Process and Facts; People Development and Involvement; Customer Focus; Results Orientation and Continuous Learning, Innovation and Improvement. The Guides were structured by the use of the EPR Knowledge Management Centre standard format to ensure consistency and ease their incorporation into the EPR website. And were freely available on the EPR website.
2. 6 Innovative Practice Workshops – the training and learning materials from these were available within the network and to a broader audience for future repetition / application at other times, venues and occasions in any member state.
3. Dissemination Event – targeted 200 participants from across Europe.

Projecthomepage: http://www.epr.eu/equabench

## Project Contractor

| | |
|---|---|
| Name: | The Cedar Foundation |
| City: | Belfast |
| Country/Region: | Northern Ireland |
| Country: | UK-United Kingdom |
| Organization Type: | others |
| Homepage: | http://www.cedar-foundation.org |

### Contact Person

| | |
|---|---|
| Name: | Stella Maguire |
| Address: | 31 Ulsterville Avenue |
| City: | Belfast |
| Country: | UK-United Kingdom |
| Telephone: | 00 44 28 90 666188 |
| Fax: | 00 44 28 90 682400 |
| E-mail: | s.maguire@cedar-foundation.org |
| Homepage: | http://www.cedar-foundation.org |

## Coordinator

| | |
|---|---|
| Name: | The Cedar Foundation |
| City: | Belfast |
| Country/Region: | Northern Ireland |
| Country: | UK-United Kingdom |
| Organization Type: | others |
| Homepage: | http://www.cedar-foundation.org |

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| Homepage: | http://www.cedar-foundation.org |

# Partner

## Partner 1

| | |
|---|---|
| Name: | European Platform for Rehabilitation |
| City: | Brussels |
| Country/Region: | Bruxelles Cap, Brussel Hof |
| Country: | BE-Belgium |
| Organization Type: | SME - small and medium-sized enterprise (up to 250 employees) |
| Homepage: | http://www.epr.eu |

## Partner 2

| | |
|---|---|
| Name: | Centro Studi Opera Don Calabria |
| City: | Ferrara |
| Country/Region: | Emilia-Romagna |
| Country: | IT-Italy |
| Organization Type: | others |
| Homepage: | http://www.centrostudi.it |

## Partner 3

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|---|---|
| Name: | CRPG – Centro de Reabilitação Profissional de Gaia |
| City: | Vila Nova de Gaia |
| Country/Region: | |
| Country: | |
| Organization Type: | others |
| Homepage: | http://www.crpg.pt |

## Partner 4

| | |
|---|---|
| Name: | Inštitut Republike Slovenije za rehabilitacijo |
| City: | Ljubljana |
| Country/Region: | |
| Country: | |
| Organization Type: | others |
| Homepage: | http://www.ir-rs.si |

# Partner

## Partner 5

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|---|---|
| Name: | National Learning Network |
| City: | Dublin |
| Country/Region: | Southern and Eastern |
| Country: | IE-Ireland |
| Organization Type: | others |
| Homepage: | http://www.rehab.ie |

## Partner 6

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|---|---|
| Name: | Josefsheim gGmbH |
| City: | Olsberg |
| Country/Region: | |
| Country: | |
| Organization Type: | others |
| Homepage: | http://www.josefsheim-bigge.de |

## Partner 7

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|---|---|
| Name: | Pluryn Arbeid |
| City: | Groesbeek |
| Country/Region: | Gelderland |
| Country: | NL-Netherlands |
| Organization Type: | others |
| Homepage: | http://www.pluryn.nl |

## Products

1 Leadership and Constancy of Purpose Innovative Practice Guide

2 Management by Processes and Facts Innovative Practice Guide

3 People Development and Involvement Innovative Practice Guide

4 Customer Focus Innovative Practice Guide

5 Results Orientation Innovative Practice Guide

6 Continuous Learning, Innovation and Improvement Innovative Practice Guide

# Product 'Leadership and Constancy of Purpose Innovative Practice Guide'

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|---|---|
| Title: | Leadership and Constancy of Purpose Innovative Practice Guide |
| Product Type: | others |
| Marketing Text: | This Innovative Practice Guide was produced by the EQUABENCH network as part of a Leonardo da Vinci funded project running from 2008 to 2010. The Guide explores the innovative practice used by a number of leading Vocational Education and Training (VET) organisations from across Europe in relation to the EFQM Fundamental Concept of Excellence - Leadership and Constancy of Purpose. |
| Description: | This Innovative Practice Guide showcases the practice of 8 leading VET organisations from across Europe in relation to Leadership and Constancy of Purpose. Papers included in the Guide are as follows:<br>1. Development and Dissemination of Values and Promises of Values - CPRG<br>2. Management Development: A Discovery of Leadership - Pluryn<br>3. Leading Change Management - Cedar Foundation<br>4. Change Management - Josefsheim Bigge<br>5. Deployment of Key Performance Results - NLN |
| Target group: | Managers and senior staff working in VET organisations across Europe.<br><br>Organisations interested in quality assurance and continuous improvement in a business focused and results orientated context. |
| Result: | The Innovative Practice Guide allows organisations to gain an overview of some of the best practice in the European VET sector and can provide a stepping stone for future benchmarking. |
| Area of application: | Any VET organisation. |
| Homepage: | http://equabench.epr.eu |
| Product Languages: | English |

## product files

Leadership2010.pdf

http://www.adam-europe.eu/prj/4332/prd/1/1/Leadership2010.pdf

# Product 'Management by Processes and Facts Innovative Practice Guide'

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|---|---|
| Title: | Management by Processes and Facts Innovative Practice Guide |
| Product Type: | others |
| Marketing Text: | This Innovative Practice Guide was produced by the EQUABENCH network as part of a Leonardo da Vinci funded project running from 2008 to 2010. The Guide explores the innovative practice used by a number of leading Vocational Education and Training (VET) organisations from across Europe in relation to the EFQM Fundamental Concept of Excellence - Management by Processes and Facts. |
| Description: | This Innovative Practice Guide showcases the practice of 8 leading VET organisations from across Europe in relation to Management by Processes and Facts. Papers included in the Guide are as follows:<br>1. ISO 9001 Supported Vocational Rehabilitation Process: A Case Study Report -IRRS<br>2. Process Management Systems to Deliver Policy and Strategy: Balanced Scorecards and ISO 9001:2008 - Cedar Foundation<br>3. Management by Processes and Facts: The Planning and Control Cycle: Pluryn<br>4. Knowledge Management Centre (KMC) - EPR<br>5. Managing Client Information - CRPG<br>6. Reviewing Key Processes - NLN<br>7. Use of the Intranet for Effective Knowledge Management - Josefsheim Bigge<br>8. Assumption and Risks in Project Design - Centro Studi |
| Target group: | Managers and senior staff working in VET organisations across Europe.<br><br>Organisations interested in quality assurance and continuous improvement in a business focused and results orientated context. |
| Result: | The Innovative Practice Guide allows organisations to gain an overview of some of the best practice in the European VET sector and can provide a stepping stone for future benchmarking. |
| Area of application: | The VET sector |
| Homepage: | http://equabench.epr.eu |
| Product Languages: | English |

## product files

Management2010.pdf

http://www.adam-europe.eu/prj/4332/prd/2/1/Management2010.pdf

# Product 'People Development and Involvement Innovative Practice Guide'

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|---|---|
| Title: | People Development and Involvement Innovative Practice Guide |
| Product Type: | others |
| Marketing Text: | This Innovative Practice Guide was produced by the EQUABENCH network as part of a Leonardo da Vinci funded project running from 2008 to 2010. The Guide explores the innovative practice used by a number of leading Vocational Education and Training (VET) organisations from across Europe in relation to the EFQM Fundamental Concept of Excellence - People Development and Involvement. |
| Description: | This Innovative Practice Guide showcases the practice of 8 leading VET organisations from across Europe in relation to People Development and Involvement. Papers included in the Guide are as follows:<br>1. Human Resource Development: Familiarisation; Qualification; Innovation; Information and Communication - Josefsheim Bigge<br>2. Peculiarity of Staff Involvement and Training in the Field of Services for People with Disability - Centro Studi, Opera Don Calabria<br>3. Human Resource Development: Internally Developed Staff Development Review Process - NLN<br>4. SIGPC: Integrated System for Management of People by Competences - CRPG<br>5. Expert Knowledge: How to Learn from Each Other (staff and Clients)- Pluryn<br>6. Investing in People: How the Cedar Foundation Recognises and Values Staff and Involves them in Continuous Improvement - Cedar<br>7. Strategy for Professional and Personal Development of Employees: Overview of Good Practices - IRRS |
| Target group: | Managers and senior staff working in VET organisations across Europe.<br><br>Organisations interested in quality assurance and continuous improvement in a business focused and results orientated context. |
| Result: | The Innovative Practice Guide allows organisations to gain an overview of some of the best practice in the European VET sector and can provide a stepping stone for future benchmarking. |
| Area of application: | Any VET organisation |
| Homepage: | http://equabench.epr.eu |
| Product Languages: | English |

## product files

People2010.pdf

http://www.adam-europe.eu/prj/4332/prd/4/1/People2010.pdf

# Product 'Customer Focus Innovative Practice Guide'

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|---|---|
| Title: | Customer Focus Innovative Practice Guide |
| Product Type: | others |
| Marketing Text: | This Innovative Practice Guide was produced by the EQUABENCH network as part of a Leonardo da Vinci funded project running from 2008 to 2010. The Guide explores the innovative practice used by a number of leading Vocational Education and Training (VET) organisations from across Europe in relation to the EFQM Fundamental Concept of Excellence - Customer Focus. |
| Description: | This Innovative Practice Guide showcases the practice of 8 leading VET organisations from across Europe in relation to Customer Focus. Papers included in the Guide are as follows:<br>a. Empowerment and Customer Focus – Request and Vrij Baan in Daily Practice – Pluryn<br>b. Customer Focus = The Focus of the Customer: The Policy on Self Determination – Pluryn<br>c. Partnership with Clients' Associations and Committees – Centro Studi<br>d. Neuropsychological Rehabilitation Programme and Individual Plan – CRPG<br>e. Getting Older Together in Olsberg – An Integrative Network for Elderly People with and without disabilities – Josefsheim Bigge<br>f. Hitting the Mark Together: Cooperation with ASBH, Josefsheim Bigge<br>g. Maintaining a Customer Focus – Cedar<br>h. Monitoring and Reviewing Experiences and Perceptions of Customers in the Vocational Rehabilitation Centre – URI<br>i. Identifying Individual Strengths and Needs – NLN |
| Target group: | Managers and senior staff working in VET organisations across Europe.<br><br>Organisations interested in quality assurance and continuous improvement in a business focused and results orientated context. |
| Result: | The Innovative Practice Guide allows organisations to gain an overview of some of the best practice in the European VET sector and can provide a stepping stone for future benchmarking. |
| Area of application: | Any VET organisation |
| Homepage: | http://equabench.epr.eu |
| Product Languages: | English |

## product files

CustomerFocus2010.pdf

http://www.adam-europe.eu/prj/4332/prd/5/1/CustomerFocus2010.pdf

# Product 'Results Orientation Innovative Practice Guide'

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|---|---|
| Title: | Results Orientation Innovative Practice Guide |
| Product Type: | others |
| Marketing Text: | This Innovative Practice Guide was produced by the EQUABENCH network as part of a Leonardo da Vinci funded project running from 2008 to 2010. The Guide explores the innovative practice used by a number of leading Vocational Education and Training (VET) organisations from across Europe in relation to the EFQM Fundamental Concept of Excellence - Results Orientation. |
| Description: | This Innovative Practice Guide showcases the practice of 8 leading VET organisations from across Europe in relation to Results Orientation. Papers included in the Guide are as follows:<br>a. Key Factors for the Successful Implementation of Balanced Scorecards in a VET Organisation – Centro Studi<br>b. A Results Orientated Employment Access Service – Centro Studi<br>c. Effective Deployment of the Balanced Scorecard as a Performance Management System – Cedar<br>d. The Objectives Matrix as a Higher Instrument for the Planning and Controlling of a Company – Josefsheim Bigge<br>e. How Results Influence Strategic Planning – NLN<br>f. Quality of Life Model as a Tool for Outcome Evaluation – CRPG<br>g. Enhancing Vocational Rehabilitation Results: A Case Study Management Approach to Cooperation with Employers – URI<br>h. A philosophical Approach to Measuring and Anticipating the Needs and Expectations of Stakeholders, Especially the Client - Pluryn |
| Target group: | Managers and senior staff working in VET organisations across Europe.<br><br>Organisations interested in quality assurance and continuous improvement in a business focused and results orientated context. |
| Result: | The Innovative Practice Guide allows organisations to gain an overview of some of the best practice in the European VET sector and can provide a stepping stone for future benchmarking. |
| Area of application: | Any VET organisation |
| Homepage: | http://equabench.epr.eu |
| Product Languages: | English |

## product files

ResultsOrientation2010.pdf

http://www.adam-europe.eu/prj/4332/prd/6/1/ResultsOrientation2010.pdf

# Product 'Continuous Learning, Innovation and Improvement Innovative Practice Guide'

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|---|---|
| Title: | Continuous Learning, Innovation and Improvement Innovative Practice Guide |
| Product Type: | others |
| Marketing Text: | This Innovative Practice Guide was produced by the EQUABENCH network as part of a Leonardo da Vinci funded project running from 2008 to 2010. The Guide explores the innovative practice used by a number of leading Vocational Education and Training (VET) organisations from across Europe in relation to the EFQM Fundamental Concept of Excellence - Continuous Learning, Innovation and Improvement. |
| Description: | This Innovative Practice Guide showcases the practice of 8 leading VET organisations from across Europe in relation to Continuous Learning, Innovation and Improvement. Papers included in the Guide are as follows: |
| Target group: | Managers and senior staff working in VET organisations across Europe.<br><br>Organisations interested in quality assurance and continuous improvement in a business focused and results orientated context. |
| Result: | The Innovative Practice Guide allows organisations to gain an overview of some of the best practice in the European VET sector and can provide a stepping stone for future benchmarking. |
| Area of application: | Any VET organisation |
| Homepage: | http://equabench.epr.eu |
| Product Languages: | English |

## product files

ContinuousImprovement2010.pdf

http://www.adam-europe.eu/prj/4332/prd/7/1/ContinuousImprovement2010.pdf

## Project Tags

**The project belongs to the following group(s):**

QALLL (http://www.adam-europe.eu/adam/thematicgroup/QALLL)