



UK EXCELLENCE AWARDS 2026



• WEMBLEY STADIUM •

Thursday 8th October 2026

sponsored by
**forv/s
mazars**

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INTRODUCTION FROM OUR PATRON,
HRH THE PRINCESS ROYAL

I am pleased to once again extend my support to the British Quality Foundation as we gather to recognise and celebrate excellence in all its forms.

Throughout its long history, BQF has provided leadership and inspiration to organisations across the UK, helping them to embrace continuous improvement, develop resilient cultures, and achieve sustainable success. Its commitment to sharing knowledge, encouraging innovation, and connecting professionals remains as important today as ever.

The achievements being recognised this evening demonstrate what can be accomplished when individuals and organisations commit themselves to learning, improvement, and delivering exceptional outcomes. Your efforts set a powerful example for others and help drive higher standards across every sector.

I am particularly encouraged to see the continuing impact of the Patron's Award, which highlights those whose dedication and service create meaningful change within their communities. By recognising individuals and charitable organisations that make a lasting difference, the award reflects the broader purpose of Excellence: improving lives and generating positive social impact.

This evening provides an opportunity not only to celebrate success, but also to reflect on the commitment, determination, and leadership that underpin outstanding achievement. Each of you has contributed to advancing the principles of Excellence, and your accomplishments deserve recognition.

My warmest congratulations to all finalists, award recipients, and to everyone whose work has made a significant contribution to Excellence. I wish you continued success.

Anne



A THANK YOU TO OUR HEADLINE SPONSOR: **FORVIS MAZARS**

The British Quality Foundation is proud to recognise and thank our headline sponsor, Forvis Mazars, for their valued support of the UK Excellence Awards.

The UK Excellence Awards provide an important opportunity to celebrate organisations and individuals that demonstrate outstanding commitment to Excellence. The support of partners such as Forvis Mazars helps us deliver an event that brings together leaders, practitioners, and change-makers from across different industries to share best practice, recognise achievement, and inspire future success.

Forvis Mazars' commitment to helping organisations achieve sustainable performance and operational excellence aligns closely with the values that lie at the heart of both BQF and the UK Excellence Awards. Through their expertise, insight, and dedication to driving positive change, they continue to make a significant contribution to the advancement of Excellence across a wide range of industries.

We are immensely grateful for the commitment shown by the Forvis Mazars team throughout the awards process, particularly their engagement with the judging process. Their willingness to share knowledge, contribute expertise, and support the integrity of the UK Excellence Awards has been invaluable.

The passion and professionalism demonstrated by the Forvis Mazars team reflect a genuine understanding of the importance of recognising excellence and celebrating organisations that are making a meaningful difference through outstanding leadership, innovation, and performance.

Beyond their support of the UK Excellence Awards, Forvis Mazars continues to engage actively with the BQF community, sharing thought leadership, expertise, and practical insights that help our members navigate challenges and seize new opportunities. Their collaborative approach and commitment to knowledge sharing make them a valued partner in our mission to support organisational Excellence.

We are delighted to have Forvis Mazars as our headline sponsor again this year. Together, we continue to champion excellence, encourage innovation, and support organisations on their journey towards sustainable success.

On behalf of the BQF community, thank you to everyone at Forvis Mazars for your ongoing partnership, commitment, and support.

Forvis Mazars is delighted to continue its sponsorship of the UK Excellence Awards 2026. As a firm dedicated to helping organisations achieve sustainable growth and lasting success, we are proud to support an event that celebrates excellence, innovation and continuous improvement.

In partnership with the British Quality Foundation, the awards recognise organisations that consistently deliver exceptional performance and create meaningful impact for their customers, employees and stakeholders. We look forward to celebrating the achievements of those setting the standard for business excellence across the UK.

Helen Parker
Partner and Head of
Management Consulting
Forvis Mazars

www.forvismazars.com/uk/en

ENABLING, RECOGNISING AND CELEBRATING **EXCELLENCE**

MEMBERSHIP

Our membership programme is at the heart of our community, catering for organisations of all sizes as well as individual members.

Enjoy a wide range of benefits including an extensive events programme, upskilling options and many opportunities to network.

Join like-minded professionals committed to excellence to learn and share best practice.



BQF ACADEMY

Our Academy offers high-quality training programmes, delivered by our expert partners, alongside accredited pathways for individuals and organisations.

Designed to build skills, knowledge, and practical application across key areas of business excellence.

We also support organisations to develop and grow their own in-house academies, enabling long-term capability and success



UK EXCELLENCE AWARDS

Our flagship awards programme shines a spotlight on outstanding organisations and individuals leading the way in excellence.

With a wide range of categories to enter, plus opportunities to get involved through sponsorship and judging, there's something for everyone - all building to an inspiring night of networking and celebration.



EXCELLENCE IN

EXCELLENCE IN BUSINESS AGILITY

This award recognises organisations that have developed and embedded agility across their culture, leadership, strategy, or operations. Entrants should demonstrate how Business Agility principles and practices have been successfully applied to deliver sustained value to both the organisation and its customers. We're looking for examples of organisations thriving in volatile, uncertain, complex, and ambiguous (VUCA) environments or amid disruptive change.

centrica

Centrica

A Centrica-led transformation of British Gas Metering redefined smart meter delivery by embedding a culture of ownership and business agility. Shifting from volume to customer outcomes, empowered teams to use data to simplify processes and tackle root causes, restoring 550,000 non-working meters. This transformation extended beyond the organisation, influencing industry frameworks and accelerating the shift to outcome-based standards across the UK energy sector — ultimately restoring trust and delivering reliable service for customers.

GAP
GROUP
HIRE SOLUTIONS

GAP Hire Solutions

Despite challenging market conditions, GAP Hire Solutions has strengthened agility by remaining an asset-heavy business. Full ownership of our fleet enables rapid response times, guaranteed availability and uncompromising safety and compliance. This gives customers exceptional confidence and allows GAP to adapt quickly, maintain service continuity and invest ahead of demand. Agility is now embedded across strategy, operations and culture, ensuring consistent value in even the most volatile environments.



SPONSOR

At Agile Business Consortium, we're proud to join forces with Catalyst Consulting to sponsor the Excellence in Agility award at the UK Excellence Awards 2026. In a world that's changing faster than ever, business agility is no longer a luxury – it's essential. This award shines a spotlight on organisations that are not just embracing change but using it as a springboard for meaningful impact. We want to celebrate the pioneers who are putting agile thinking into action and setting new standards for excellence.

JUDGES

Giles Lindsay,
Agile Business Consortium

James Dwan,
Catalyst Consulting

Karen Sandland,
Agile Business Consortium

Katie Taylor,
Agile Business Consortium

Myriam Hamad Torres,
Agile Business Consortium

Vince Grant,
Agile Business Consortium



SPONSOR

At Centrica, we recognise that successful change is powered by people. In a rapidly evolving world, the ability to adapt, innovate and bring people on the journey is essential for long-term success. We are proud to celebrate organisations that demonstrate outstanding leadership, engagement and delivery, turning change into meaningful and lasting outcomes.

JUDGES

Francisco Duarte,
Kaizen Institute

Jim Taylor-Rose,
Taylor Woodrow

Jo Martin,
GXO

Tonya Raber,
Forvis Mazars

EXCELLENCE IN CHANGE MANAGEMENT

This award is for organisations that proactively manage and structure people change. This could be a project-based example or an example of how they have successfully led people through internal and external changes that challenge the way they work.



National Express

Punctuality is key to our mission of providing a safe, easy-to-use, reliable, and sustainable public transport service. To maximize punctuality, we implemented an improved bus tracking system (uTrack) after careful stakeholder consultation. This new system was chosen, designed, and implemented to better regulate services, measure performance (including new KPIs), and streamline existing technology. It is accurate, fast, and functional for 5 teams, including frontline colleagues.



SP Energy Networks

SP Energy Networks Mobility & Scheduling programme – delivering solutions for our people. Mobility & Scheduling has transformed SP Energy Networks' field operations by replacing manual tasks with automated scheduling, real time mobile workflows and accurate digital reporting. The programme is already delivering significant value, with £5.2m in forecast annual benefits, improved data quality, reduced rework and the retirement of legacy systems. As one of the UK's largest field service digital upgrades, it boosts productivity and modernises ways of working.



Tesco

Tesco transformed its end to end supplier experience through a structured and people centric change programme spanning onboarding, product induction and supplier queries. Using data driven insights, strong governance and comprehensive change management, the team simplified processes, clarified ownership, uplifted colleague capability and introduced digital solutions. The change reduced onboarding from 65 to 25 days, induction from 67 to 20 days, improved query handling and elevated supplier satisfaction, positioning Tesco as a preferred partner for suppliers globally.

EXCELLENCE IN COLLABORATION

This award is for organisations who have excellent examples of working together to achieve more than the sum of their parts. This could be working with charities, academic institutions, suppliers, customers and partners on shared problems and joint projects. It could be examples of a joint project or an on-going collaboration. We expect both parties in the collaboration to jointly enter this award.



Dubai Police

When innovation meets partnership, Supplier Relationship Center (SRC) evolves beyond procurement into a platform for value creation. By empowering SMEs, fostering supplier-led innovation, and embracing digital transformation, this initiative aligns with the leadership's vision and government priorities to deliver measurable outcomes, enhance supplier experience, and establish a future-focused model of public sector excellence.



Magpas Air Ambulance, East Anglian Air Ambulance and Essex and Herts Air Ambulance

Three East of England air ambulance charities transformed collaboration through "Sharing for Success," a pioneering initiative, evolving into a dynamic annual, conference-style event. Around 100 fundraising and marketing staff set aside competition to share expertise, build relationships and adopt new approaches in storytelling, marketing and income generation. Stronger partnerships are driving innovation, joint initiatives and more effective fundraising helping raise £50m annually to sustain the five helicopters, saving more lives.



National Express

To run a bus network so good that it becomes customers' first choice, you need to run on time. But the punctuality of a bus service is influenced by all sorts of factors. Project Clockwork was set up to bring together all of the people across and beyond our business who were in a position to help improve the punctuality of our West Midlands Buses.



Tesco

Tesco's Global Process Experience (GPX) team partners across operational and enabling functions, as well as global markets to deliver a consistent, collaborative transformation model. By aligning priorities, co-creating solutions and sharing accountability for delivery, the partnership drives improved experience, efficiency and effectiveness across key value chains; demonstrating a scalable enterprise-wide way of working.



UK Division of VINCI Construction & VINCI Building - QuantyFire

QuantyFire is a digital firestopping tool co-created by the UK Division of VINCI Construction and VINCI Building. It uses model data and structured workflows to quantify firestopping requirements faster, improving cost certainty, reducing manual effort, and supporting Building Safety Act compliance. Developed through cross-functional collaboration and Leonard's innovation programme, it helps teams make better-informed decisions earlier in design and delivery, making buildings safer by default.



Virgin Media O2 and O2 Business

Virgin Media O2 and the newly-formed O2 Business partnered to certify this B2B joint venture to six ISO standards at pace, aligning governance, service expectations and risk management across organisations. Combining VMO2's ISO expertise with the O2 Business operational delivery, the collaboration reduced duplication, accelerated assurance, and strengthened customer confidence. The integrated system safeguards revenue, streamlines bidding, and embeds continual improvement. creating a scalable model for future sustained service quality and growth.



SPONSOR

Great things happen when we work together. That's why Biffa are proud to be sponsoring the Excellence in Collaboration Award at the BQF 2026 Excellence Awards! Collaboration is at the heart of what we do – it's how we share knowledge, spark innovation, and achieve more together than we ever could alone. This award celebrates partnerships that inspire progress and create lasting impact. We can't wait to see the incredible stories of collaboration from across industries.

JUDGES

Deborah Woods,
Costa

Jayne Casey,
Salesforce

Jillian Elfick,
Forvis Mazars

Melinda Johnson,
BQF Board

Nicola Harris,
Sprint Reply

Toby Adams,
Biffa



SPONSOR

PMI are proud to support the UK Excellence Awards - celebrating Excellence is the key to organisational success and growth. By continuously striving to get better every day, organisations ignite innovation and empower their people to drive positive change. Supporting a culture of Continuous Improvement isn't just an initiative, it's a commitment to being the best we can be, together, and that's why we are delighted to sponsor the Excellence in CI Culture Award for 2026.

JUDGES

- Alex Boyce, Centrica
Anja Reid, Vinci Construction
Ben McCready, SSEN
Carla Thomas, BQF Board / Lloyds Banking
Fraser Cowe, Tesco
Fruzsina Irimias, Tesco
Katie Lee-James, AXA
Kieran Higgins, Forvis Mazars
Matt Sims, Ever-So-Lean
Paul Hayward, CooperVision
Stephanie Maurel, The Corporation of the Church House
Susannah Clarke, PMI

EXCELLENCE IN CONTINUOUS IMPROVEMENT CULTURE

This award is for organisations where everyone contributes to continuous improvement, making it a core part of how they operate. This includes building teams who understand their customers, have regular conversations about how they are performing, use data to drive problem-solving, ensure processes are reviewed, documented and kept up to date. Most importantly organisations that encourage teams to share and learn from mistakes.



Acrow and V-Veer LLC

What began as a strategic ambition became a shift in belief, behaviour, and performance. Rather than focusing on tools, Acrow concentrated on building a true continuous improvement culture — strengthening leadership discipline, developing capability at every level, and aligning daily work to strategy. The results in 2025 vs 2023 show a 70% increase in production, 20% productivity improvement, 55% safer workplace enhancement, and over 38,355,285 EGP in savings.



Arval UK

At Arval UK our CI Team focuses on delivering structured Lean and CI trainings across the organisation to help foster a culture of continuous improvement. The approach is focused on nurturing lean mindsets, empowering our people to ask the right questions and upskilling them to make data informed decisions. Our approach directly enables our three strategic asks: Keep it simple, own what you touch and work together more than ever.



Balfour Beatty Business Improvement Team

Continuous improvement has become more than just a process at Balfour Beatty; it is a culture owned by everyone. Through a deeply collaborative approach, teams are empowered to share ideas, challenge thinking, and work across functions to deliver better outcomes. This shared way of working has broken down silos, strengthened relationships, and enabled people at every level to take ownership of change, the result of which is driving exceptional performance and lasting value.



IHG: UK&I Leased & Managed Hotels

IHG UK&I is transforming our business through a people-first Continuous Improvement culture that empowers frontline teams to lead change. With a focus on training, leadership, gamification and innovation, we've driven measurable increases in team satisfaction, productivity and profit. Our aim is to build a sustainable foundation for future growth, using CI as a key differentiator in the hospitality industry.



Lloyd's Register

For more than 260 years, Lloyd's Register has shaped maritime safety and innovation — but tradition alone is no longer enough. We embraced Continuous Improvement to challenge old habits, simplify how we work and empower our people. Lean Six Sigma provides the tools, and our colleagues bring the curiosity, collaboration and energy. Together, we're removing waste, building capability and strengthening performance, delivering better outcomes for LR and for our clients.



LV=

At LV= we have driven continuous improvement with an approach of Customer Journey mapping supported by Quality Assurance reviews. By doing this, we have been able to identify and eliminate foreseeable harm as well as reducing the overall length of the customer journey. We have done this through positive collaboration and putting everyone in our customer's shoes to gain a deeper understanding of what the journey looks like for them.



British Heart Foundation

British Heart Foundation (BHF) introduced Everyday Excellence to build a practical, accessible CI culture aligned with its strategic ambition to empower colleagues and modernise systems. Through simple tools, Learning Labs, leadership role modelling and multichannel engagement, the programme enabled small, meaningful improvements, strengthened capability, and addressed cultural barriers. Early results show rising engagement, reported improvements, and growing alignment of CI behaviours across teams and strategic initiatives.



BT

BT International Managed Service is adopting Continual Improvement (CI) to stay responsive in a fast moving environment where customers expect agility, innovation and value. CI improves efficiency, automation and early performance detection by linking strategy to measurable outcomes. It strengthens collaboration, customer focus and consistent ways of working. Supported by Hive and structured governance, CI enhances experience, reduces cost to serve, increases efficiency and provides clear visibility of progress and value delivered.



GembaDocs

As a 4-person remote team serving 1,000 companies globally, GembaDocs embedded continuous improvement into every layer of operations starting at hiring and overflowing to suppliers. Using a transparent three-level system accessible, the team logged 190+ improvements from strategic decisions to small daily gains. Morning meetings reinforce learning. Admin rights empower action. Every improvement is visible to all. The result: a frictionless culture where improvement happens continuously, not periodically.



Openreach

The Advocate program was created to bring customer and colleague feedback together in one place and turn it into meaningful action. By identifying recurring themes, prioritising what matters most, and driving service improvements, Advocate helps remove barriers, simplify processes, and create better experiences. It ensures voices are heard, decisions are data-driven, and continuous improvement becomes part of everyday working across Openreach.



RAC Motoring Services

RAC built a continuous improvement culture powered by insight from real customer conversations. With AI driven analysis through Call Coach, RAC understands call patterns and member needs in far greater depth, helping colleagues refine behaviours, improving support every day. Teams test ideas, learn what works for customers and share improvements widely, while RAC connects insight across more systems/teams — creating daily learning rhythms that continuously raises the quality of conversations and the experience members receive.



SPONSOR

Helios Towers is honoured to partner with BQF in celebrating excellence in customer experience. By sponsoring this award, we want to shine a light on the organisations that inspire our industry through their dedication, innovation, and empathy. Their leadership sets a powerful example, and we share their belief that customer service is key to sustainable growth and success.

JUDGES

Alan Williams,
BQF Board / ServiceBrand
Global

Dave Stubberfield,
Carter Consultancy

Fatoumata Mbaye,
Helios Towers

Kieron Burns, Independent

Matt Sims, Ever-So-Lean

Melinda Johnson, BQF Board

Samantha Cox,
National Express

Uday Mahajan, Stolt-Nielsen

Victoria D'Arcy,
All Things Circular

EXCELLENCE IN CUSTOMER EXPERIENCE

This award is for organisations who put customers at the heart of what they do and continuously strive to improve their customer experience: responding to their changing needs, finding ways of delighting them and always staying ahead of the competition. This includes understanding the journeys your customers go on and how every touch point with the organisation is a moment of truth. This could be an example of a customer-centric culture or a project delivering a specific customer benefit.



BT

This programme transformed how BT Business listens to customers, moving from limited Medallia feedback to transparent, governed Trustpilot insight. By embedding compliant invites across journeys, responding to every review, and creating real time dashboards, teams gained actionable verbatim to drive coaching, recognition, and operational improvement. The result: Trustscore rose from 1.5 to 3.7, 5 star reviews surged, detractors fell, and a genuine customer first culture emerged — fuelled by data, ethics, and collaboration



Currys

The Customer Repair Centre at Currys is driven by a shared passion for delivering an exceptional customer experience. Through cross functional collaboration, open communication and a culture that empowers people to lead change, we've transformed how customers feel supported throughout their repair journey. Our team consistently goes above and beyond — strengthening trust and simplifying processes. This submission celebrates a team united in putting customers first, every day.



NHS Property Services Ltd

The Customer Experience Team at NHSPS has transformed how the organisation understands, designs and improves customer and colleague journeys. In 2022, we launched our program and have since identified 958 improvement opportunities and delivered 664 significantly improving quality, cost and delivery outcomes. Structured journey mapping, strong governance, capability-building and cross functional collaboration, NHSPS has uplifted customer satisfaction, reduced inefficiencies and established an externally recognised CX capability delivered as a paid service.



Ringway Infrastructure Services National Highways part of Vinci Construction East M&R

The Scheduled Routine Closures programme was created to give customers a more predictable and less disruptive experience on the M1. By replacing frequent lane closures with planned monthly full closures, the team made journeys easier to plan and reduced frustration for road users and local communities. Customers benefited from quicker repairs, clearer information and safer conditions, while the approach also reduced carbon, saved money and improved teamwork across all groups.



Maxton Design

At Maxton Design we are always striving to provide a unique and excelled level of customer experience. The introduction of our installation service has enabled us to control the entire customer journey from point of purchase to fitment. This has ensured those choosing us have peace of mind, safety and an experience reflective of the expectations we demand of ourselves.



MDDUS

The Medical and Dental Defence Union of Scotland (MDDUS) is a not-for-profit mutual defence organisation providing life-changing protection to 70,000 medical and dental professionals across the UK. With a core purpose to safeguard the wellbeing and livelihoods of members throughout their careers, MDDUS delivers on its Customer Promises: to be a true Ally that is Easy and Responsive - a mandate that drives their entire customer experience strategy.



SSEN Distribution

SSEN Distribution goes beyond regulatory requirements to support customers in vulnerable circumstances. Providing personal battery back ups to customers dependent on supply alongside our new tailored Personal Resilience Plans, co designed with charities and experts, give clear, practical advice to help people prepare for power cuts. Over 3,000 batteries and 260,000 plans have already been issued, with excellent feedback, helping build resilience for those most at risk and ensuring no one is left behind during outages.



Tesco

At Tesco we put customers at the heart of every decision. The customer-centric culture that we've grown has helped us to represent the voice of our customers, becoming the engine of customer-experience change within the business. Our Customer Immersion programme brings their voices to the business, inspiring action. These sessions allow our colleagues to surface customer challenges and work with the teams responsible for the end to end journeys, driving meaningful improvements.



SPONSOR

We are SP Energy Networks. As a Distribution and Transmission Network Operator, we keep electricity flowing to homes and businesses throughout Central and Southern Scotland, North Wales, Merseyside, Cheshire and North Shropshire. We do this through our network of Overhead Lines and Underground Cables which we own and maintain. Health, safety, and wellbeing is at the heart of everything we do. We prioritise preventing harm and protecting our employees, service partners, and the communities we serve in all that we do. Well done to all who applied for this award and congratulations to the shortlisted finalists.

JUDGES

David Langley,
Openreach

Emily Bland,
Forvis Mazars

Matt Billing,
Centrica

Mohammed Shaikh,
Psychiatry UK

Tim Sismey,
Catalyst Consulting

Yomnh Eldin,
Tesco

EXCELLENCE IN EMPLOYEE HEALTH AND WELLBEING

This award is for organisations that have embedded wellbeing into their broader health and safety strategy, and aligned it with business objectives, processes, and performance goals. They can demonstrate a proactive, pre-emptive approach to wellbeing that is embedded in their culture and informs their daily decision making.



Biffa Waste Services - Making Wellbeing a Priority

Biffa's wellbeing journey began during Covid-19, when gaps in support became clear. Listening to colleagues and using data, the business built a consistent, practical approach. Over time, trained Mental Health First Aiders, manager support, and easier access to services helped people feel confident seeking help. What started as a response to crisis has grown into a stronger, open culture where wellbeing is part of everyday working life across the organisation.



British Heart Foundation

The Mental Health Ambassador (MHA) Scheme offers accessible, proactive and reactive support. While Mental Health First Aid is common, our ambition goes further. Since launching in 2017, the scheme has grown to 140 MHAs, and a major redesign in the last 18 months introduced internal instructors, rigorous vetting and specialist development to deliver high quality support aligned to British Heart Foundation's 'Stop, save, support' approach.



Dubai Police – Quality of Life Center

Dubai Police established the region's first Quality of Life Center, pioneering a new model for integrating well being into policing. Created to strengthen mental health, workplace happiness, and organisational resilience, the Center delivers a unified strategy aligned with national and Dubai Government priorities. Its nine pillar Quality of Life Framework—registered as intellectual property—guides all programs, positioning Dubai Police as a regional leader and setting a new benchmark for wellbeing in security institutions.



Dubai Police HQ – Jahez Initiative Team

The JAHEZ Initiative reflects Dubai Police's strategic vision to embed wellbeing and human flourishing at the heart of its operations. Through personalised health interventions, consultations, nutritional guidance, sports programs, and over 600 awareness activities, JAHEZ elevated employee wellbeing to a core institutional value. The initiative achieved a 31.6% improvement in physical readiness, a 14% reduction in sick leave, and positively impacted over 800 officers, affirming health and wellbeing as organisational excellence.

EXCELLENCE IN EQUALITY, DIVERSITY AND INCLUSION

This award is for organisations who are passionate about building a culture that embraces and promotes equality, diversity, and inclusion. They have moved beyond motivational speeches and mandatory training and are involving all levels of the business to foster genuine belonging.



BT International Managed Service

BT International operates in a complex global environment, so it adopted an EDI approach aligned to its strategic outcomes and governance needs. Rather than focusing on compliance, the organisation recognised that inclusive leadership, psychological safety and equitable decision making strengthen risk management and cross regional collaboration. By embedding EDI into governance, service management and assurance, BT International aimed to build a resilient, trusted and high performing organisation that supports long term operational excellence.



LV=

LV's Diversability network brings executive sponsorship and colleague volunteers together to ensure colleagues of all abilities thrive. Using lived experience and the CAARE Framework, the network delivered practical changes across the organisation. This helped LV= become a Disability Confident Leader and strengthened colleague confidence, belonging and accessibility. Inclusion is embedded into everyday behaviour, improving colleague experience, operational effectiveness and customer outcomes.



Openreach

Openreach transformed its approach to the prevention and response of sexual harassment from compliance-led action to proactive, people-centred prevention.

By embedding accountable leadership, safer reporting, evidence-led risk management and real-world learning, the work strengthened trust, inclusion and colleague safety across complex operational environments. Its impact is clear: over 98% of colleagues who have been through the programme know how to identify and report concerns, with the approach now extending to contractors and wider workplace harm prevention programmes.



SPONSOR

IHG Hotels & Resorts Managed & Leased Estate is proud to sponsor the Excellence in Equality, Diversity, and Inclusion Award. Inclusion is a core part of IHG's Journey to Tomorrow responsible business plan, from the IHG Academy which helps open up careers in hospitality for anyone facing barriers to employment, to programmes that support colleagues from a wide range of backgrounds as they progress into leadership roles. Creating lasting change means more than policies and training. It means building environments where colleagues, guests and local communities feel valued, respected and a genuine sense of belonging.

All of this is why we are delighted to support the British Quality Foundation in recognising organisations doing this work with real intent, and to celebrate this year's shortlisted teams.

JUDGES

Jon Howell,
Virgin Media O2

Laila Iftikhar-Ali,
BQF Board / Lumena Consulting

Lucy Clamp, IHG

Michael Forde,
SP Energy Networks

Shirley Young,
Paragon Traffic Management

Vicky Farrell,
Yorkshire Water Safemove



SPONSOR

Taylor Woodrow is proud to sponsor the UK Excellence in Innovation Award because innovation is the catalyst that drives our industry forward. We believe in empowering fresh ideas, championing sustainable solutions, and recognising the teams who push boundaries to create a better, and more resilient future for the UK.

JUDGES

- Adele Cihlar, Freedom Fibre
- Anja Reid, Vinci Construction
- Armando Pigozzi, Forvis Mazars
- Ben Aspey, Norfolk County Council
- Dave Stubberfield, Carter Consultancy
- Jon Manning, Arthur Ellis Mental Health Support (MHS)
- Nicola Millard, BT
- Paul Tarrant, Realising Excellence
- Robin Hall, BT
- Victoria D'Arcy, All Things Circular
- Yogesh Patel, Vinci Construction

EXCELLENCE IN INNOVATION

This award is for organisations that have introduced new ideas, products, services, or ways of working that deliver measurable benefits. This could include the development of new technologies, creative problem-solving, or innovative approaches that improve performance, customer experience, or sustainability. Entrants should demonstrate how innovation has been embedded into their culture and how it has driven meaningful, lasting impact for their organisation and its stakeholders.



British Heart Foundation

British Heart Foundation (BHF) and PwC created the Donated Stock App to modernise volunteer-led retail operations, improving pricing accuracy, Gift Aid capture and efficiency. Developed through agile, user centred design, the app rapidly evolved from MVP to an AI driven tool, enhancing decision making and store performance. Its success transformed BHF's digital culture, strengthened collaboration, and informed wider organisational change, delivering sustained operational and commercial benefits.

centrica

Centrica

Centrica created the Decision Engine to transform how customers' appliance faults are diagnosed at first contact. By structuring conversations and learning from millions of repairs, it reduces unnecessary engineer visits, improves fix rates, and enables tailored customer self-help. Built hand-in-hand with frontline teams, it delivers measurable cost and service benefits — and is now embedded as a scalable, data-driven capability across both digital and agent channels.

centrica

Centrica

Centrica's Complaints Automation Project implemented AI driven automation to transform complaint handling by reducing manual tasks, improving quality and consistency, and accelerating resolution times. Co designed with frontline teams and underpinned by strong governance, it enhanced colleague experience, customer outcomes, and operational efficiency, while establishing a scalable, people led model for continuous improvement and responsible AI adoption.

GEMBA
DOCS

GembaDocs

GembaDocs brings standard work to the Gemba - where the work actually happens. Any team member can create a clear, structured SOP in minutes using voice-to-text, AI writing polish, photo and video capture, and one-click translation. No formatting battles, no technical skills needed. Just capture, speak, and document - on the floor or at the desk, in the moment the knowledge exists.



Hypo Hounds

Registered Charity 1165858

Hypo Hounds saves young lives by training diabetic alert dogs to detect dangerous blood sugar changes in children with Type 1 diabetes before symptoms or alarms appear, even during sleep. For children with no hypo awareness, this early warning can prevent seizures and life-threatening emergencies. Beyond medical safety, Hypo Hounds restores independence, reduces fear, and gives families peace of mind, transforming constant risk into protection, confidence and freedom.

LV=

LV=

In just 12 months, our Customer and Adviser Experience team at LV= has reshaped our entire service experience. We left behind outdated phone and email-only support and launched intuitive portals, web messaging and a powerful virtual voice assistant. This was change with heart designed to ease pressure, remove frustration and genuinely support every customer and adviser interaction.



Currys

Currys partnered with Vyntelligence to launch the UK retail sector's first AI powered video diagnostics for appliance repairs. By shifting from phone calls to smart video intelligence, engineers gained clearer insight, boosting accuracy and efficiency. A successful pilot led to full rollout in just six months, delivered on time and under budget. The innovation has already improved customer satisfaction and first time fix rates and has now been extended to appliance returns,



Dubai Police

Automated Ninhydrin Fingerprint Treatment Chamber (ANFTC) project automates ninhydrin application in forensic fingerprint processing using peristaltic pump and computer vision to precisely calculate and dispense the right chemical amount. This eliminates the inefficient of manual, unmeasured application that currently causes excessive chemical waste, higher costs, and lost time. The system also leverage TensorFlow-based object detection to automatically identify, classify, and store fingerprints for expert's review.



GAP Hire Solutions

GAP Hire Solutions introduced innovative Pumps, Power Generation and Environmental Services divisions to meet rising demand for integrated, specialist site support. By combining advanced equipment, technical expertise and 24/7/365 nationwide coverage, these divisions deliver a seamless, solutions-led service unmatched in the market. This innovation has transformed GAP's customer offering, strengthened long-term partnerships and embedded a culture of continuous improvement across the business.

maximus

Maximus UK

Career Pathfinder is a human-centred, AI-powered tool that helps people who are long-term unemployed move into work by uncovering hidden strengths, producing high quality personalised CVs, and improving interview readiness. By combining intelligent automation with the empathy and expertise of our Employment Advisors, it enhances the quality, speed, and consistency of support. The 6-month pilot increased job starts by 6%, strengthened participant confidence and improved experience, transforming how we help people back into work.



RAC Motoring Services

RAC is raising the bar, using Call Coach to turn every call into insight. Teams test new ideas, learn what works and what doesn't, and adjust their approach by call type. Coaches and Team Managers support agents to try new behaviours and take ownership of development. This innovation supports RAC's digital strategy by using AI to enhance — not replace — human conversation, creating a simple, continuous improvement culture that lifts capability and confidence.



SPONSOR

Everyone in Catalyst Consulting is passionate about Lean Six Sigma and we are privileged to be the sponsor once again for this award. It is a huge demonstration of our commitment to the excellence community, and we cannot wait to see the submissions and meet the entrants.

JUDGES

Andrea Greco,
AGMC

Ceri Williams,
NHS Property Services

Kirsten Penton,
Crozier Consulting UK

Moore Allison,
Catalyst Consulting

Rosie Finch,
Forvis Mazars

EXCELLENCE IN LEAN SIX SIGMA

This award is for outstanding Lean Six Sigma projects and deployments, whether focused on problem-solving (e.g. DMAIC), design (DFSS), or a range of tools as part of an organisational deployment. Successful entries will use visual storytelling to demonstrate a logical, data-driven approach, clear results, stakeholder engagement, team collaboration, and effective change implementation.



Aztec Group, Process Optimisation & Digitisation Team, Ian Marle

A Lean Six Sigma project that optimised two core processes to enhance client satisfaction, reduce risk and improve efficiency using a structured methodology to define the problem, understand the process, identify root causes, implement robust solutions with process controls to 'sustain the gain'. The new processes were deployed across 500+ employees to transform the way we work and improve our client experience.



British Heart Foundation

The project's core mission was to unlock efficiency as the ultimate enabler of effectiveness in our eBay operations. We conducted a comprehensive Continuous Improvement review of our online processes which include selling stock on eBay from both our Leeds warehouse and remotely from our shop and stores. This project has applied Lean Six Sigma methodologies to identify inefficiencies, transform them into opportunities, and implement measurable improvements



Dubai Police, The General Department of Forensic Science & Criminology - Forensic Chemistry Department

This project applied Lean Six Sigma to optimize forensic chemical analysis addressing rising case volumes and operational constraints. Through process redesign, method optimization, and team reorganization, examination time and workflow complexity were significantly reduced while maintaining ISO compliance. Accordingly, turnaround time has significantly improved, increasing completion rates. Improvements in judicial efficiency resulted in greater satisfaction among stakeholders, which was evident in faster response times, more accurate detection methods, and reduced costs.



Helios Towers PLC

Helios Towers Malawi Limited through a structured process, use of data analysis, Lean Six Sigma tools and remote monitoring systems reduced average fuel usage per tower per month by 38% resulting to average saving of \$167,987 per month (\$2.01m annually) and cut carbon by average of 0.29k tonnes monthly (3.49k tonnes annually).



CooperVision Manufacturing Ltd

The team transformed the Pre Sort process, a critical constraint on distribution performance. By addressing upstream variation, they redesigned how work entered the system, improving flow, consistency, and delivery reliability. Automated order splitting and a redesigned workspace reduced complexity and stabilised operations. The changes strengthened teamwork, increased ownership, and delivered lasting results, including faster processing, sustained on time delivery, and over £556,000 in annualised benefits.



Danske Bank, Enterprise Process Management

"Lean at Lunch" is a Lean Six Sigma project that tackles an everyday challenge: long, unpredictable queues in a busy office canteen. Using direct observation, data, and a few practical, targeted changes, the team reduced time from queue to seat by 31% with zero investment. The project demonstrates how structured problem solving, cross team collaboration, and small, thoughtful interventions can meaningfully improve daily experience for thousands of colleagues.



National Express

The combination of Brexit and COVID resulted in a shortage of drivers across the transport sector, leading to reduced service reliability, negative customer impact and increased costs. Previous improvements increased the speed of driver recruitment and training, but we continued to see high attrition. It's called Continuous Improvement for a reason - time to turn our attention to the leaky bucket and see if we can DMAIC a difference.



The Royal Marsden Hospital NHS Foundation Trust

Komal Patel led a Lean Six Sigma project to improve Bar-Code Assisted Medication Administration (BCMA) scanning compliance on a pilot ward. Using DMAIC methodology, targeted training, visual management dashboards, and ward-to-board performance reporting, compliance increased from 46.7% to 71.4%. The project improved patient safety, reduced medication administration incidents, and strengthened a culture of accountability, continuous improvement, and sustainable digital medication safety across the organisation.



SPONSOR

Currys is delighted to be sponsoring the "Excellence in People Engagement and Development Award" for the third consecutive year. This award shines a spotlight on the individuals and teams who are redefining what it means to support and empower people at work. It recognises those who build inclusive, inspiring environments and lead initiatives that drive professional growth, well-being, and genuine employee engagement. At Currys, we believe that investing in people is the key to long-term success — and we're proud to celebrate those who share that vision. We're looking forward to seeing this year's entries and the incredible stories behind them.

JUDGES

- Andrew Horler, British Heart Foundation
- Chloe Richardson, Currys
- Fruzsina Irimias, Tesco
- Lewis Chapman, Currys
- Matt Sims, Ever-So-Lean
- Sally Finnie, GXO

EXCELLENCE IN
PEOPLE ENGAGEMENT AND DEVELOPMENT

This award is for organisations who put people at the very heart of their organisation; investing in and supporting their people at all levels of the organisation to be the best they can be as well as helping them to bring out the best in others.

Centrica

Field Force Innovations is a people-led transformation programme reshaping field operations by putting engineers at the centre of design and delivery. Through active engagement, co-creation and continuous feedback, it replaces fragmented tools with a connected ecosystem spanning devices, apps and DevOps delivery. The initiative empowers engineers, improves adoption and productivity, reduces complexity, and establishes a scalable foundation for continuous improvement and innovation.

Kroll

In 2025, Kroll transformed learning into a strategic growth engine, addressing low engagement, fragmented systems and limited career visibility. Through listening-led design, leadership sponsorship and structural redesign, we relaunched Kroll University. Engagement increased by 336%, certification uptake rose five-fold, and perception of access to development improved by 11%. Newly created leadership programs drove commercial impact, delivering 117% increase in cross-service referrals. Learning became a core driver of performance and culture.

MBDA UK Ltd

MBDA's Talent Development Programme, Momentum, is crucial to how we drive change and generate innovation within the business. Momentum's impact goes beyond standard Talent programmes and is seen as a key resource to providing business solutions. Although running for 12+ years, it is over the past 5 years that we have seen the programme go from a talent initiative to, what the business now sees, as a strategic priority.

Maximus UK

EVOLVE is Maximus UK's people powered approach to continuous improvement: one route for ideas, Lean Six Sigma training, live projects, and mentoring. Since May 2025, colleagues submitted 322+ ideas (53% in Q1 2026) and 140 have completed Lean Six Sigma training (88% Yellow Belt; 12% Green Belt), whilst 90%+ feel confident to apply tools. EVOLVE delivered 4 innovation projects and completed 16 continuous improvement projects, strengthening capability and evidence led delivery.

National Express

4000 National Express Bus drivers are responsible for the safe transport of over 4 million passengers per week across the West Midlands. By integrating bespoke training, supportive coaching and proactive intervention with existing data, we've raised the bar for safe driving across the region and inspired our drivers to seek development and support before they need it.

RAC Motoring Services

RAC built a continuous improvement culture powered by insight from real customer conversations. With AI driven analysis through Call Coach, RAC understands call patterns and member needs in far greater depth, helping colleagues refine behaviours, improving support every day. Teams test ideas, learn what works for customers and share improvements widely, while RAC connects insight across more systems/teams — creating daily learning rhythms that continuously raises the quality of conversations and the experience members receive.

SEEN Distribution

Managers in the South East transformed training in the region by creating a realistic, hands on environment that builds competence, consistency and a unified safety culture across employees and contractors. Driven by frontline operational expertise, it cut cable damages by 50%, street works fines by 70%, trained over 1200 people, reduced training delays, and strengthened behavioural safety. Brockhampton now stands as a model of proactive risk prevention, capability development and culture change.

EXCELLENCE IN
PROJECT MANAGEMENT

This award is for organisations who have delivered excellent projects of any size. Regardless of the methodology used, we are looking for evidence of structured project management, effective use of tools, strong stakeholder engagement, collaborative teamwork, and successful outcomes across time, cost, and quality metrics.

Biffa

Biffa Retention Project - Biffa's termination and retention process had grown increasingly complex over time, and the business recognised a critical opportunity for improvement to strengthening long-term customer relationships and reduce customer churn. By using DMAIC methodology, the project delivered significant, measurable improvements across every key performance indicator, including retention rates, service delivery times, quality and control, customer experience metrics, employee engagement and commercial value.

Currys

Currys stood up four in-store Retail Outbases in six-eight weeks, work that typically takes six-nine months through tight, risk-managed governance and cross-functional control, ready for Peak. The network delivers ~2,510 drops weekly, with NPS ≥90, RFT ~90% and damage ~0.6%, while cutting route distance ~9% and urban lead times to 2-3 days. A codified runbook and readiness gates make the model repeatable, auditable and scalable, a blueprint for project excellence.

DeeCon Consulting

DeeCon Procurement Team, working in tandem with SGN, led a complex, high value transformation by redesigning SGN's gas mains replacement procurement model. This delivered stronger cost control, clearer processes, and a fairer, data driven commercial framework. Through deep collaboration, transparent engagement and innovative automation, the team streamlined supplier evaluation at scale and empowered stakeholders with meaningful insight. The project significantly improved efficiency, consistency and long term delivery confidence across SGN's operations.

Dubai Police

A strategic and innovative project aimed at enhancing the operational readiness of Dubai Police facilities through a smart, data-driven approach. The project focuses on transforming facilities management into a proactive system supported by advanced technologies, ensuring efficiency, sustainability, and high-quality service delivery. Addressing challenges across 162 facilities in 80 locations, handling 35,000 annual maintenance reports, optimizing asset performance, and reducing risks.

Helios Towers

Helios Towers delivered 101 telecommunications sites across Madagascar in 2025, expanding connectivity in remote and challenging locations. Working closely with Airtel Africa, the team maintained strong safety and quality standards while overcoming terrain, access, and community constraints. Delivered around 30% below budget and ahead of plan, the programme accelerated network expansion and improved service availability, while establishing a more adaptive and scalable delivery approach for future rollouts.

Tesco

Tesco, with 4000+ stores and around 2500 active suppliers across the UK, ROI, and CE, it transformed its end to end supplier journey through the Supplier Experience Transformation. The initiative simplified processes, enhanced onboarding, and strengthened cross functional collaboration, enabling faster onboarding for packaged and fresh Suppliers, quicker product induction, and smoother query resolution through improved ways of working and digital solutions. This transformation delivered significant time savings, higher efficiency, stronger SLA compliance, and top supplier survey scores, reinforcing Tesco as a partner of choice.



SPONSOR

At Condor, we believe that execution is where strategy becomes reality. We partner with CEOs to deliver the programmes that matter most: from carve-outs and integrations to cost-out and growth initiatives. By embedding experienced operators and focusing on results over reports, we help organisations land complex change with confidence. We're proud to support the UK Excellence Awards and to celebrate those who deliver on their ambitions through exceptional execution.

JUDGES

- Alexander Dumble, GXO
- Clair Elliott, Newcastle University
- David Marrison, Boomster Consulting
- Graham Shorten, Condor Group
- Katie Harland, The National Lottery Community Fund
- Jillian Elfick, Forvis Mazars
- Tim Davies, Lumena Consulting



SPONSOR

At Tesco, sustainability is at the heart of how we serve our customers, communities, and planet - a little better every day. As the UK's leading food retailer, we are committed to building a resilient and sustainable food system that nourishes people, supports communities, and protects the planet for generations to come. Sponsoring the 'Excellence in Sustainability' award reflects our belief that transparency, rigor, and integration of sustainable practices are essential for long-term success. We are proud to celebrate and champion organisations that are setting new benchmarks in creating a positive impact on society and the environment.

JUDGES

Bryony Roberts,
Pragmatic Consulting

Gabriella Beregszaszi,
Tesco

Melinda Johnson,
BQF Board

Ricardo Romero,
Portsmouth University

Stephanie Maurel,
The Corporation of the
Church House

EXCELLENCE IN SUSTAINABILITY

This award is for organisations that are taking meaningful steps toward a more sustainable future. They have moved beyond box-ticking and are embedding true environmental, social, or economic sustainability into their culture.



Biffa Sustainability Team

Biffa is playing a leading role in advancing UK waste management by embedding circular economy thinking at the core of its business. Through sustained investment in redistribution and recycling infrastructure, innovation partnerships, and data-driven solutions, the company keeps materials in use, reduces carbon, and delivers significant social value. By collaborating with customers, employees, communities, and schools as well as ecosystem partners, Biffa goes beyond compliance to drive behaviour and system change, unlock value from waste, and support long-term sustainable growth.



Dubai Police

Over the past decade, Dubai's population grew by nearly 70% to 7.8 million residents from over 200 nationalities, increasing demands on public safety and services. To maintain world-class security, Dubai Police expanded to over 400 facilities and 4,000 vehicles, driving operational costs above AED 200 million annually and increasing carbon emissions by 26%. In response, sustainability was embedded into policing strategy, aligning security excellence with resource efficiency, resilience, community wellbeing, and long-term sustainable development goals.



Jacobs – Energy & Power Europe

Jacobs' overarching company Promise is "to create a more connected, sustainable world", and they are committed to developing innovative solutions that lead to profitable growth and shared success. This has been demonstrated by their Energy & Power Europe team through a recent programme of works, where they worked collaboratively with the client to realise economic, environmental, and social value, saving over £1.6million and >240tCO2e through design innovation and early scope challenge.



Sonardyne International Ltd

As a global leader in underwater positioning, navigation and monitoring technologies, sustainable development is fundamental to who we are and how we operate. From pioneering technologies that support low-carbon operations to achieving carbon neutrality of our own facilities, we've moved far beyond compliance. Our actions, spanning carbon reduction, supply chain engagement and community initiatives, demonstrate a deeply embedded commitment to environmental, social and economic sustainability across our entire organisation.



voco Oxford Spires & Thames Hotels

voco Oxford Thames and voco Oxford Spires have embedded sustainability into the heart of their culture through colleague-led innovation, operational excellence and measurable environmental impact. Guided by IHG's Journey to Tomorrow framework, the cluster has significantly reduced energy, waste and water consumption while enhancing guest experience, biodiversity and community engagement. Their people-first approach proves sustainability can thrive even within complex hospitality operations and heritage buildings dating back to medieval times.

BEING EXCELLENT



SPONSOR

NHS Property Services proudly sponsors the 'Being Excellent: Practitioner' award. We believe people are our strongest asset and work to recruit, retain and grow our colleagues at all levels. Recognising those who regularly look to improve how we work and challenge the status quo is crucial to helping organisations move forward. We are pleased to be part of celebrating those nominated for this award.

JUDGES

Jarred Barnard,
Arval UK

Jo Eighteen,
Biffa

Louise McCarthy,
NHS Property Services

Mohammed Shaikh,
Psychiatry UK

Neil Harrison,
IHG

Paul Hayward,
CooperVision

Sarah Fan,
IHG

BEING EXCELLENT PRACTITIONER

This category recognises individuals who consistently deliver value and drive improvement. They apply their expertise to make things work better, challenge the status quo, and create meaningful change. These practitioners stand out for their practical impact and commitment to excellence.



Anna Gajewska, Currys PLC

Anna Gajewska, First Line Manager at Currys Repair Centre, led a transformative improvement programme within Google in-warranty repairs, reducing warranty rejections by 80% and delivering £12,570 in annual savings. Through data-driven problem solving, waste elimination, and cross-functional collaboration, she generated over 1,000 productivity hours annually. Her sustainable process improvements enhanced service quality, strengthened partner relationships, increased operational efficiency, and embedded a culture of continuous improvement across the business.



Dawn Wood, Tesco

Dawn is an exceptional improvement leader who turns strategy into meaningful outcomes for colleagues, customers, and the business. She brings clarity, energy, and momentum to every challenge, translating complex problems into practical, people centred solutions. Stakeholders consistently praise her as collaborative, confident, and relentlessly focused on delivering what matters.



Fruzsina Irimias, Tesco

Fruzsina Irimias is a Lean Master who delivers exceptional cross industry results by combining deep process expertise with creative engagement methods. She transforms teams through strategy deployment, visual management, gamification, and coaching, consistently achieving measurable improvements - including reducing audit failure rates from 33% to 1% and stabilising laboratory operations. Her people centred approach builds sustainable capability and culture, enabling organisations to thrive long term.



Robin Hall, BT

For over 14 years, Robin has been embedding Continuous Improvement culture within BT. Robin has built deep expertise in CI methodology and tools to support teams in learning, applying, and sustaining CI principles. Robin now works across UK Business as single point of contact for all aspects of CI — ensuring teams are empowered to deliver what is best for their customers, the business, and each other.



Rosie Pendle, British Heart Foundation

Rosie is nominated not only for what she delivers, but how she delivers it – with patience and curiosity. Rosie exemplifies outstanding change expertise, blending behavioural science with practical delivery. As Senior Change Specialist, Rosie helps drive mission critical outcomes for the charity, from increasing nationwide defibrillator registrations to transforming Retail operations through digital adoption. The relationships she builds with people is as impactful and long lasting as the change she delivers.



Harry Wells, Centrica

Harry Wells is an exceptional Business Architecture Analyst who consistently delivers high impact partnership transformations for Centrica. He combines deep technical expertise with creativity, agility and integrity to solve complex challenges while maintaining compliance and safety. Trusted by senior stakeholders, Harry enables colleagues, facilitates collaboration, and drives programmes to completion on time and under budget, achieving tangible commercial value, improved customer journeys, and outstanding peer and customer recognition across major initiatives.



Jon Howell, Virgin Media O2

Jon Howell, Governance Manager for Quality & Improvement, led the design, implementation and certification of a fully integrated ISO management system across six standards within five months of a new joint venture. Combining deep audit expertise, Lean thinking and collaborative leadership, he delivered streamlined processes, reduced audit burden and strengthened organisational assurance. Jon is recognised for his calm expertise, practical guidance and unwavering commitment to building a culture of effective, sustainable compliance.



Mark Proctor, Centrica

Mark consistently delivers tangible business and customer outcomes by aligning complex cross workstream activity to programme vision and operational priorities. He communicates with clarity, builds strong stakeholder alignment, and applies creativity to develop practical, value adding solutions. Through structured governance, effective facilitation, and data driven innovation, he has strengthened operational readiness, reduced risk, improved first time fix performance, and earned strong recognition for his supportive, collaborative, and integrity led approach.



Samantha Cox, National Express

Every major improvement in the NX Bus Operations function in the last 3 years has had one thing in common: Sam Cox. Beginning her journey as a 'gut feel' Improvement practitioner, she's grown in confidence and capability to become a genuine CI force to be reckoned with.



SPONSOR

Business Reimagined ensures that organisations effectively engage and retain their high-potential talent, which starts with the Emerging Leader pipeline. Emerging leaders need to innovate, collaborate, influence, and inspire to drive change and achieve results while maintaining their peak performance and well-being. We are proud to sponsor the "Being Excellence: Emerging Leader" award and to play an active role in the BQF community

JUDGES

Helen Parker,
Forvis Mazars

John Chivall,
Outward Bound

Kay Tear,
Business Reimagined

Kevin Williams,
Nugent

Melinda Johnson,
BQF Board

Pepper Clayton-Fisher,
British Heart Foundation

BEING EXCELLENT EMERGING LEADER

This category recognises leaders who are making a strong impact early in their leadership journey. They inspire others with their style, empower their teams, and deliver results through people and processes. These leaders demonstrate high potential and are typically in junior or mid-level roles.



Captain Sama Abdelrahim Safar Alzarooni, Dubai Police

Captain Sama Al Zarooni leads the Operational Audit Section as the first female military officer in this critical role. Completed 71 confidential assignments, saving AED 564,704,683.89, closed 79 observations (100%) in 2025, ranked 1st globally as Best Influential Leader Under 40 (2025), holds an MBA, CIA & CISA, completed 75 courses, conducted 161 audits, joined 20 teams, received 107 incentives and 14 medals, delivered 22 intellectual works and 73 approved suggestions.



Deepthi Prakash, Tesco

Deepthi Prakash is an emerging leader who combines vision with disciplined execution to deliver sustainable excellence. She simplifies complexity by bringing transformation and collaboration together to create human centred experiences. A mother and purpose driven leader, she inspires teams through trust, capability building, and continuous improvement. Her end-to-end transformation programmes enhance supplier and customer experience, while strengthening colleague culture, enabling scalable change, and creating lasting positive impact across Tesco



Fatoumata Mbaye, Helios Towers

Fatoumata Mbaye, Managing Director of Helios Towers Senegal, is redefining infrastructure leadership in West Africa. She is the first female MD in Helios since it established in 2010 and is the second female CEO on the telecom sector in Senegal. Fatoumata is not only delivering performance today — she is building a resilient, future-ready tower business that will shape digital connectivity in Senegal for years to come.



Jekaterina Kolopencik, 4C Group

Stepping into her first pre-opening role as Back of House Manager, Jekaterina built her department's operations entirely from scratch while simultaneously launching the hotel's green initiatives from zero. Balancing her full-time operational role with her passion for sustainability, she has been a driving force across The Westin London City since day one. Progressing to Green Champion Lead, she has trained 150 employees, mentored teams across three hotels, and delivered a 20% reduction in food waste per cover to achieve Gold status. Humble, data-driven, and people-first, she makes everyone around her better.



Nawal Al Shamsi, Helios Towers

Nawal Al Shamsi is an Estate Engineer at Helios Towers Oman who has demonstrated emerging leadership through operational excellence, continuous improvement, and people development. She led business improvement initiatives, supported the SAP S/4HANA transformation, coached employees and partners, and promoted a culture of structured problem solving. Her work delivered measurable business impact while empowering others, strengthening collaboration, and driving sustainable operational improvements across the organization.



Fraser Cowe, Tesco

Fraser is a standout leader who turns strategy into measurable results by building scalable, people led Continuous Improvement systems. He develops confident leaders, empowers teams to own change, and drives significant impact in performance, cost and engagement. Most importantly, he creates a culture where improvement becomes instinctive and sustained.



Gabriela Zelenkova, Ringway Infrastructure Services National Highways East M&R part of Vinci Construction

Gabriela Zelenkova has quickly become an outstanding leader, transforming performance, culture and collaboration across the Roadside Technology service. She brings strategic clarity, innovative problem solving and people centred leadership, achieving major improvements including an 84% drop in overdue defects and KPIs rising to consistent 100%. Respected by colleagues and clients, her integrity, energy and commitment make her a deserving Emerging Leader, highly and truly worthy recognition.



Jayne Wilkinson, Kimpton Fitzroy London

Jayne Wilkinson, Operational Excellence Manager at Kimpton Fitzroy London has been nominated for her transformative leadership, reshaping colleague development and embedding a culture of Continuous Improvement across Kimpton Fitzroy London and the wider UK&I IHG portfolio of hotels. She has delivered measurable impact, including significant engagement score increases and over 1490 colleague driven improvement ideas. Her innovative learning initiatives, cross department collaboration, and commitment to self development inspire teams and strengthen operational performance, earning widespread praise from colleagues and senior leaders.



Ryan Warcup, Balfour Beatty Highways Division

Ryan, although still early in his leadership journey, is already making a meaningful difference to the business through the way he delivers work and more importantly, through his people first approach and commitment to developing others. He leads with authenticity and energy, and his influence extends far beyond his role through the confidence and capability he builds in those around him and the support he provides.



SPONSOR

At Lloyds Banking Group, we see every day how exceptional leadership helps businesses grow, adapt, and succeed. Established leaders create the conditions for people and organisations to thrive, inspiring confidence, encouraging innovation and building cultures that deliver sustainable success. That is why we are delighted to support the Being Excellent, Established Leader Award and celebrate those whose leadership has made a lasting impact on their teams, organisations, and communities.

JUDGES

Carly Glozier,
Lumena Consulting

Carole Gilkes,
CG Insights

Laila Iftikhar-Ali,
BQF Board / Lumena Consulting

Matt Sims,
Ever-So-Lean

Patrick Nolan,
BQF Board / Delfina Advisory

Pete Evans,
Independent

BEING EXCELLENT ESTABLISHED LEADER

This category recognises leaders with a proven track record in senior roles. They set direction, deliver results, empower and develop their people, and put in place sustainable ways of working. These leaders role model organisational values and consistently achieve excellent outcomes.

centrica

Danielle Murray, Centrica

Danielle has played a pivotal role in reshaping how Centrica approaches workplace experience, wellbeing and sustainability. Through authentic, inclusive leadership, she has secured significant investment, set new standards, and delivered meaningful impact for both colleagues and the business. She is known for building trusted, constructive relationships with Trade Union partners, navigating change with transparency and respect. Deeply committed to her teams, Danielle leads with care and high standards in equal measure — creating environments where people feel supported to perform at their best. Trusted by senior leaders, peers and her team alike, she is recognised for her ability to turn bold vision into lasting, tangible outcomes.

KROLL

Donna Verdi, Kroll

Donna joined Kroll at a pivotal moment of growth and transformation and, within her first year, led the re-design of the global Learning & Talent function. Under her leadership, Kroll University engagement increased by 336%, certification requests grew 500% and learning investment became directly correlated to revenue growth, collaboration and retention. She turned learning into measurable enterprise impact at speed.



Dr. Mansoor Alrazooqi, Dubai Police

Dr. Mansoor Nasser Alrazooqi is Director of the Virtual Technology Center at Dubai Police, leading innovation, digital transformation, and people development. Under his leadership, the Center delivered 215+ digital projects, registered 103 intellectual assets, achieved major cost savings, and generated revenue through in-house innovation. His leadership has strengthened future-ready capabilities, empowered high-performing teams, and delivered lasting operational, organisational, and community impact.

helios towers

Hamed Sultan Al Hajri, Helios Towers

Hamed Al Hajri has been instrumental in embedding a culture of Business Excellence and continuous improvement at Helios Towers Oman. Through his leadership of Lean Six Sigma initiatives, he guided employees and partners in delivering measurable improvements in operational performance, cost efficiency, sustainability, and SHEQ practices. His collaborative leadership, mentoring, and commitment to professional development have strengthened problem-solving capabilities, employee engagement, and a shared commitment to excellence across the organization.

Biffa

James Templeton, Biffa

James Templeton is a highly respected Depot Manager who consistently delivers strong results by aligning teams to clear strategic goals and fostering a culture of trust, inclusion, and continuous improvement. Known for his calm, collaborative leadership, he drives innovation, develops talent, and supports colleagues across the business. His integrity, professionalism, and commitment to excellence create lasting value for customers, teams, and the wider organisation.

Balfour Beatty

Stuart Anwyl, Balfour Beatty Highways Division

Stuart is a strategic, visionary leader who built a high performing Lean team from the ground up, delivering major organisational impact and over £69m in efficiencies. He creates an inclusive, trusted environment where people feel valued, supported and motivated. A champion of development, he invests heavily in growing talent, embeds industry leading Lean capability and consistently models integrity. His leadership inspires excellence, collaboration and continuous improvement across Balfour Beatty.

BEING EXCELLENT BEST TEAM

This category recognises teams who achieve outstanding results by working together effectively. They combine diverse strengths, support and develop one another, and create positive experiences for colleagues and customers. These teams are inclusive, collaborative, and greater than the sum of their parts.

Balfour Beatty

Balfour Beatty Business Improvement Team

The Lean Team has delivered transformational, organisation wide impact, generating over £100m of efficiencies over the last 5 years with £23.6m of this being in the last 12 months. Working across major infrastructure programmes, the team has embedded industry leading Lean practices, reduced programme durations, doubled productivity in critical activities and built lasting improvement capability. Their work is reshaping how Balfour Beatty plans, delivers and continuously improves at scale.

Biffa

Biffa, CX Team

Over four years, Biffa's CX Team has embedded customer-centricity at the heart of the business, delivering measurable commercial and operational results. Using integrated strategy, insight and improvement, they lifted NPS significantly, improved Trustpilot scores and reduced churn, retaining revenue. Collaborative, data-driven and Lean Six Sigma-led, they align teams, enhance capability and drive sustainable change across the organisation. Their work strengthens performance, engagement and long-term customer value.

centrica

Centrica, Team Stewart, S&T

Recognised for their authenticity, data-led decision making and innovative thinking. An experienced and high performing team with a combined Centrica tenure of 100 years, who prioritise strong relationships with colleagues and partners. Complex problem solvers who are curious, root cause thinkers, they consistently deliver meaningful and sustainable change with customers and colleagues at their core. A team culture where trust, emotional safety, high performance and upper quartile engagement co-exist.



Dar Al-Hekma University, QASP Team

The QASP Team at Dar Al-Hekma University is a five-member department that transformed the institution's quality culture from scratch in just four years. Starting with zero quality policies, they built a comprehensive Quality Management System, developed 78 institutional policies, and achieved 100% institutional and 71% programme accreditation — earning commendation from accreditors. Driven by collaboration, psychological safety, and continuous improvement, the team exemplifies excellence in speed, impact, and shared governance.

DEECON CONSULTING

Deecon Consulting

Deecon is a collaborative, people centred team built on integrity, transparency and excellence. Their supportive culture empowers employees through line management, mentorship, continuous 360 degrees feedback and rich development opportunities. By fostering shared learning, well-being and engagement, Deecon creates an environment where individuals thrive and deliver exceptional outcomes. Their dynamic, inclusive approach strengthens both employee experience and client impact.



Dubai Police Terminal One

Dubai Police Terminal One plays a vital role in safeguarding operations at Dubai International Airport (DXB), the world's busiest international airport. Through innovation, collaboration, and operational excellence, the team has implemented smart security initiatives that enhance efficiency, strengthen safety, and support Dubai's vision of delivering a world-class passenger experience.



SPONSOR

At Lumena Consulting, we help organisations unlock performance and deliver sustainable transformation. Our award-winning team combines strategy, process optimisation, data & digital expertise, and customer experience design with deep knowledge of Agile, Lean, Six Sigma, and project governance. We don't just design change — we deliver it. What sets us apart is our focus on sustainability: we build internal capability, train leaders and empower teams to continue the transformation journey long after our work is done. We illuminate the path to transformation — enabling our clients to deliver today and build for tomorrow.

JUDGES

Carly Glozier, Lumena Consulting

Gill Woodward, Openreach

Gwakisa Stadi, Helios Towers

Jon Manning, Arthur Ellis Mental Health Services

Laila Iftikhar-Ali, BQF Board / Lumena Consulting

Melissa Wright,
Catalyst Consulting

Oliver Chan, BCN

Phil Knowles, Currys

Samantha Cox, National Express

Shirley Young, Paragon Traffic Management

Simon England, Smart DCC

Uday Mahajan, Stolt-Nielsen

BEING EXCELLENT
BEST TEAM - CONTINUED



Dubai Police, Positive Spirit Team

The Positive Spirit Team, one of Dubai Police and Mol's most distinguished teams, operates under the UAE 2040 vision and Strategic Plan (2024–2028), with 3 objectives, 3 KPIs, and 37 members. It reduced concerning crimes by 36%, raised security sentiment to 98%, served 195,251 beneficiaries, engaged 8,899 volunteers across 254 opportunities, delivered 581 events, won 15 awards, holds 6 IP rights, achieved 99.7% satisfaction, and received 265 appreciation letters.



Kimpton Fitzroy London

The team at Kimpton Fitzroy London delivers outstanding results through a deeply embedded culture of collaboration, continuous improvement (CI) and shared purpose. Every decision is underpinned by clear performance metrics, enabling the hotel to consistently outperform its competitive set in a challenging market. Colleague engagement sits at record high, with over 1,400 team-generated CI ideas submitted in one year, transforming everyday initiatives into exceptional guest experiences and measurable financial results.



Lloyds Banking Group, Go Digital

Go Digital is transforming Business and Commercial Banking by shifting from servicing customers to empowering them. By equipping colleagues to guide customers through digital journeys, the team has driven a cultural shift towards a digital first mindset. This approach improves customer confidence, reduces reliance on telephony, and delivers sustainable efficiency, while maintaining high quality, human support for more complex needs.



NHS Property Services, Customer Experience Team

NHSPS supports c.10% of the NHS estate, maintaining c.3,000 buildings with 6 million patient visits per day.

Our Customer Experience Team plays a unique role in identifying and driving improvements. Our customers, colleagues, and communities we serve consider our diverse skills and experiences as being our core strength – but our real super-power is collaboration and awesome teamwork.



RAC Motoring Services, Retention Excellence Team

RAC's Retention Excellence Team is more than the sum of its parts. Colleagues recognise each other's strengths, share ideas openly and learn together every day. By combining insight, coaching and genuine support for one another, the team has created a culture where everyone helps everyone succeed. This collaboration has transformed how we work, strengthened confidence across roles and delivered consistently better experiences for our members.



SSEN Distribution

Wessex Minor Connections team transformed performance through strong alignment to business strategy, empowered decision making and collaborative problem solving. They significantly improved Time to Connect, customer satisfaction and financial outcomes while streamlining processes. A culture of continuous learning, open feedback and cross team collaboration drives consistent results. Their inclusive, supportive environment develops future talent, celebrates success and earns praise from stakeholders across SSE.



4C Group, Green Champions Team

The Green Champions Team is nominated for the Being Excellent – Best Team award for embedding sustainability into daily operations across seven hotels. Through collaboration, innovation and peer leadership, they have delivered measurable results including increasing recycling rates from 38% to 59%, reducing food waste by 20%, cutting energy consumption and achieving Green Tourism Gold accreditations across the portfolio. Their work empowers colleagues to drive lasting environmental and operational improvements.



TRANSFORMATION
EXCELLENCE



SPONSOR

Catalyst Consulting is proud to sponsor the UK Excellence Transformation Excellence Headline Award year on year because meaningful transformation is at the heart of everything we do. We believe in recognising organisations that challenge the status quo, deliver real, lasting change, and inspire others to raise their standards. Celebrating Transformational Excellence reflects our commitment to helping organisations evolve, improve and thrive.

JUDGES

Alan Williams,
BQF Board / ServiceBrand Global

Carla Thomas,
BQF Board / Lloyds Banking

Martin Brenig-Jones,
Catalyst Consulting

Ross Andrews,
BT

Sarah Bacchus,
NCS

Simon Thompson,
Independent

TRANSFORMATION EXCELLENCE

This award is for organisations that have made a fundamental shift in the way they work, transforming processes, systems, structures, and culture to deliver real benefits to customers and employees. The approach taken should be carefully considered, well-structured and have delivered a sustainable impact.



Centrica

Centrica's Academy & Labs Programme is creating a state of the art, green skills centre with advanced innovation labs to support the UK's energy transition and shape the future of energy. The new 'Centrica Park' will develop talent across engineering, innovation and product development, while strengthening enterprise partnerships through a highly collaborative environment. This £35m transformation delivers a major step change in green skills, enhances customer experience and supports a cleaner sustainable energy future.



CooperVision

CooperVision is transforming UK manufacturing sites through its pursuit of Operational Excellence. By standardising practices, we are enabling and empowering our people. By taking ownership and decision-making back to the Gemba, the organisation is unlocking performance and engagement at every level. The result? Faster decisions, stronger ownership, improved efficiency, and a culture where continuous improvement thrives driving sustainable success and delivering measurable impact across global operations.



NATS, BMS Implementation team

The Business Management System project replaced the NATS local and centralised systems with a single, standardised, process centric point of truth. As a world leading air traffic services provider, NATS used this transformation to embed a quality first mindset, strengthen governance, and enhance collaboration and continuous improvement. Strong leadership sponsorship and stakeholder engagement created a community that boosts efficiency, resilience, and strategic alignment while empowering employees to own and refine processes.



RAC Motoring Services

We transformed RAC Retention through a people powered, AI enabled cultural revolution. A full restructure introduced a new Coach role and Centre of Excellence, supported by Elev8 training at all levels, a consistent coaching rhythm, Call Coach (AI) insights, and dedicated development time. This created a high performance, insight led culture that strengthened leadership, boosted colleague confidence and capability, improved member conversations, and delivered measurable uplift in save rate, discount discipline and overall commercial performance.



Currys

One Best Way (OBW) collaborates with all Currys Home Delivery teams to design best possible standardised ways of working for Currys Services Network. Learning from localised best practice and applying rigorous Business Process Management and Lean techniques to create a single, standardised source of truth for all colleagues. OBW lays the foundations for, and drives, continuous improvement and process performance across Currys Home Delivery.



Helios Towers Oman, Performance Engineering

HTO Solar Transformation converts diesel-powered telecom sites into solar hybrid systems, reducing fuel use, emissions, and costs. By targeting high-impact sites, the project delivers reliable, sustainable energy and strong financial savings. It positions Helios Towers Oman as a leader in green telecom infrastructure aligned with Oman Vision 2040 and long-term sustainability goals.



Taylor Woodrow

Taylor Woodrow has transformed how its engineering teams approach construction quality assurance. By developing an AI-powered workflow for creating Inspection & Test Plans (ITP), the organisation replaced manual, inconsistent processes with a specification-led approach, reducing ITP drafting time significantly, and embedding a new quality culture across teams. The initiative represents a sustainable shift from reactive document management to intelligent, judgement-driven engineering practice.



Tesco

Tesco's Global Process Experience (GPX) has reshaped how Tesco delivers change - evolving a coach based CI community into an in house enterprise operational excellence consultancy. Over seven years, GPX has built strong CI, Discovery & Process Re-engineering disciplines, introduced a Skills Passport, global resourcing model, and deployed a product suite grounded in SEs (Efficiency, Engagement, Effectiveness, Experience & Environment) & Cost Transformation levers. Today, GPX partners across Tesco Group, delivering multimillion pound value transformation and uplifting experience.

PATRON'S AWARD

PATRON'S AWARD FOR INDIVIDUALS SERVING THE COMMUNITY

An award for individuals and charities that have dedicated time and effort to helping others.



SPONSOR

People often search for purpose, both in and out of work. Openreach are proud of the work we do to connect the UK. We're just as proud to sponsor the Patron's Award as it recognises the people whose work contributes to helping others and making the world around them a better place. A true life purpose.

Aston Avery, Team Avery Essex

Diagnosed with autism at the age of 2 and a half, Aston's parents were told he would be non-verbal. But fast forward to today and now Aston campaigns for autism and also mental health via his TikTok videos and is an ambassador to an autism charity as well. Since 2017 he has been doing work in the community with Team Avery Essex to raise that acceptance for autism!

Angie Gilman, Zoe's Place Baby Hospice Coventry

Angie has demonstrated outstanding commitment to Zoe's Place for over eight years. A key contributor to Strictly Christmas since 2018, she mentors novice dancers, champions the charity and creates innovative fundraising events raising over £22,000, equating to 600 hours of specialist care for babies and families. Her compassion and dedication inspire others. "She quietly and consistently makes the world better, one act of kindness at a time."

Faustina Yang, Chinese Women in Peterborough

Faustina Yang is an award-winning community leader who leads two charities and three community groups, reaching over 30,000 people. She has dedicated over 2 decades to improving well-being, inclusion and community engagement. Her Tai Chi initiatives have supported over 20,000 people to improve physical and mental health, reduce isolation, and build confidence, creating lasting positive impact across Peterborough and beyond.

Stephen Beer, Exmouth Stroke Survivors Club

We are incredibly honoured to be named a finalist at the prestigious BQF UK Excellence Awards 2026. This recognition highlights our team's unwavering commitment to innovation, quality, and continuous improvement. We look forward to joining fellow industry leaders at the grand ceremony held at Wembley Stadium this October. This milestone reflects our dedication to excellence and our passion for delivering exceptional results for our clients and community.

JUDGES

Daryl Brown MBE DL,
BQF Board / Magpas Air
Ambulance

Jane Pearman,
Hypo Hounds

Kaf Barhar,
Openreach

Romaine Malpas-Maret,
NSPCC

Tally Singer,
CQI

Tracey Armstrong,
The Wise Group



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JUDGES

Alan Williams,
BQF Board / ServiceBrand Global

Chris Herbert,
Openreach

Jane Pearman,
Hypo Hounds

Rebecca Bowes,
Currys

Scott Rolph,
Psychiatry UK

Vicki Shaw,
Kidney Research UK

PATRON'S AWARD FOR CHARITY ORGANISATIONS

An award for individuals and charities that have dedicated time and effort to helping others.



Great North Air Ambulance Service

The Great North Air Ambulance Service (GNAAS) delivers life-saving critical care across the North East, North Yorkshire, Cumbria and the Isle of Man. Operating on both helicopters and rapid response vehicles, its doctors and paramedics provide advanced treatment at the scene of an incident, improving survival rates for seriously ill and injured patients. They are 100% reliant on charitable donations and need to raise £9.6m a year to remain operational.



Home-Start Wessex

For over 30 years, Home-Start Wessex has supported families in Dorset with at least one child under five. This includes those struggling with poor mental health, depression, disability, bereavement, multiple births and domestic abuse. Their mission is to give children the best possible start in life, so that no child's future is limited. Their amazing team now provide more services and more specialised support to more families than ever before.



London Youth Rowing (LYR)

London Youth Rowing helps young people from disadvantaged communities build confidence, resilience, well-being and opportunity through rowing. Working with over 5,000 young people annually across six UK locations, LYR combines trusted relationships, inclusive programmes and strong partnerships to create lasting change. Independent research shows significant improvements in well-being, physical activity and resilience, with young people from the least advantaged backgrounds benefiting most and every £1 invested generating £40 in social value.



The Road Victims Trust

RVT's submission outlined how we deliver specialist, trauma-informed support to those affected by fatal and life-changing road collisions across Bedfordshire, Cambridgeshire and Hertfordshire. It highlighted our unique model of compassionate, one-to-one professional counselling, delivered through strong partnerships with policing and a dedicated volunteer workforce. The entry demonstrated how quality, consistency and community engagement combine to provide hope, enabling individuals and families to adjust to a new reality following road death or serious injury.

THE EXCELLENCE JOURNEY DOESN'T END HERE

Look out for our winners' showcase events (#WinnerWednesday on LinkedIn) to give you inspiration for your 2028 UK Excellence Award entries



SPONSORSHIP:

Get in touch with a member of the BQF team if you want to become a sponsor for the UK Excellence Awards 2028.



UK Excellence Awards 2028 are being planned for March 2028 with entries open from April/May 2027, more details to be released soon

WHAT DOES BQF MEMBERSHIP MEAN TO YOU? WHY YOU SHOULD JOIN?

Ruthie Hunt: Director of Marketing & Communications, Kimpton Fitzroy London

"BQF membership is about community, connection and putting excellence into practice. It brings together people who are passionate about improving organisations and developing their people. Through networking, benchmarking and shared learning, BQF helps us understand what great looks like and how to achieve it. It also celebrates the individuals and organisations making a real difference. If you want to learn with and from others, celebrate success and turn insight into action, BQF membership is a great place to start."



Ceri Williams: Senior Business Improvement Specialist, NHS Property Services

"BQF membership gives us access to a community that's ambitious, supportive and committed to excellence. It brings together individuals, charities, small businesses and global organisations to learn from one another, benchmark progress and develop people. It also celebrates those who are making excellence happen every day. That sense of belonging is what makes BQF special. The more you engage, the more you gain: in ideas, confidence, connections and impact. Join BQF today!"

Jayne Wilkinson: Operational Excellence Manager, Kimpton Fitzroy London

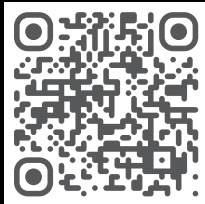
"BQF membership creates a genuine sense of belonging. It connects professionals and organisations of every size who are committed to business excellence and continuous improvement. The real value comes from getting involved, sharing ideas, benchmarking, learning from others and recognising outstanding performance. BQF isn't just a network; it's a community where excellence grows. If you want to improve faster, learn from others and celebrate success, join BQF."

Phil Knowles: Head of Continuous Improvement & Skills Development, Currys

"BQF membership is where excellence and community come together. It connects people who want to improve, develop others and raise standards. Through networking, benchmarking, learning and recognition, BQF helps organisations of every size turn shared ideas into real action. It's a place to belong, contribute and celebrate what outstanding looks like. The more you put in, the more you get out. If you want to be part of a community that inspires progress and recognises excellence, join BQF."

Alex Boyce: Operational Excellence Manager, Centrica

"BQF membership means being part of a community of people who care about excellence, continuous improvement and helping others develop. It's a brilliant opportunity to meet fellow members from a range of sectors - charities, public sector organisations and businesses of all sizes - to share ideas and learn from each other's experiences. The more you get involved, the more value you gain for yourself and your organisation. If you want to expand your network, challenge your thinking and be inspired by those who are leading the way in UK excellence, look no further than BQF."



For more information, visit our website -
<https://www.bqf.org.uk/membership/>

MEMBER BENEFITS AND LEVELS

	PLATINUM £9k	GOLD £5k	CHARITY/MICRO-BUSINESS £1k	SILVER £3k	BRONZE £700
Events					
Workshops	Y	Y	Y	Y	x (can attend for a fee)
Face-to-face (excl. UK Excellence Awards)	Y	Y	Y	x	x
Excellence Hours	Y	Y	Y	Y	Y
Networking lunch with the BQF President and Board members	Y	x	x	x	x
Host and showcase your work at a BQF face-to-face event	Y	x	x	x	x
Opportunity to take part in a Round Table	Y	x	x	x	x
Awards					
Award Entries	Unlimited entries to all UK Excellence Awards	Free entries to 5 Excellence in Awards. Unlimited Being Excellence entries	Free entries to 5 Excellence in Awards. Unlimited Being Excellence entries	Free entries to 3 Excellence in Awards. Unlimited Being Excellence entries	1 free Excellence in Award entry. Unlimited Being Excellence entries
Discount on UK Excellence Awards sponsorship	Y	x	x	x	x
Join a judging panel	Y	Y	x	x	x
Networking					
Introductions	Y	Y	Y	Y	Y
Mentor Network	Y	Y	Y	Y	Y
Membership Management					
Regular meetings with a BQF representative	Y	Y	Y	6 monthly group calls	6 monthly group calls
A member report	Y	Y	Y	Y	Y
Training					
Upskilling	2 per year	1 per year	x	x	x
Certification					
Free re-activation of BQF Academy certification status for all employees	Y	Y	x	x	x
Corporate Social Responsibility					
Donate a charity membership on behalf of your organisation	Y	For a £500 reduced fee	x	x	x

