SLOVENIAN BUSINESS EXCELLENCE PRIZE

THE NATIONAL QUALITY AWARD

Ljubljana, December 2006
Slovenian Business Excellence Prize, The National Quality Award

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INTRODUCTION

It is with great pleasure that we accompany the publishing of this brochure, in which we would like to show the results achieved and provide information on business excellence in Slovenia. We would also like to highlight the use of the EFQM Excellence Model, and present in particular the best organisations, who competed for the National Quality Award in the past 10 years.

The Slovenian National Quality Award is the most important award of the Republic of Slovenia in the quality area. It awards achievements in the quality operations area as a result of knowledge development and innovation as well as constant improvement. It awards competence, by encouraging the achievement of excellent results in organisations at all levels of state operation – from the business sector, health care, education, to the public sector. The National Quality Award, called the Republic of Slovenia Business Excellence Prize (hereinafter PRSPO), was established in the first years of Slovenian independence within the framework of the national quality programme – based on the example of the European Quality Award and National Awards of other EU Member Countries. The programme pursues better competitive position and policy support at all levels of the state’s operation. The activity in this field is based on the European criteria for assessment of excellence, which were developed by EFQM – the European Foundation for Quality Management.

Constant improvements, exchange of knowledge, transfer of best practices, international comparability and raising of competitive positions were the reasons for the development of the Quality Award in the second half of previous century. The first Deming Award was granted in 1951 in Japan; in the USA, the Malcolm Baldrige Award was granted in 1988; in Brussels, the first European Quality Award was awarded in 1992; and in Slovenia, we awarded our first PRSPO in 1998.

PRSPO is awarded by the PRSPO Board. The Metrology Institute of the Republic of Slovenia (MIRS) within the Ministry of Higher Education, Science and Technology coordinates all the activities and performs all the necessary professional and administrative tasks on behalf of the Board.
The PRSPO programme has been running since 1996, and it has aroused great interest at all levels of state operation. In the decade 1996 to 2006 there have been 169 assessments of organisations, of which 66 within the scope of pilot projects and 177 assessments within the framework of National Quality Award. 122 assessments were carried out for private sector organisations, and 47 assessments for public sector organisations. Until now, including the current year, 71 Slovenian organisations have participated in all assessment processes based on the Business Excellence Model, either as regular or as pilot project participants, 39 of them from the private and 32 from the public sector. We have successfully translated and published the material for the EFQM Excellence Model, and carried out licensed training in the Slovene language. Since 1998, two Slovenian organisations – PRSPO winners – have received the European Excellence Certificate, and two have been ranged among the finalists for the European Quality Award (EQA). These achievements are very important. For all of us working in this field, these results mean commitment for even bigger success in the future. At this occasion we would like to thank all those who worked and tried hard to achieve these results.

The achievements presented in this brochure are the result of 10 years of sacrifice, commitment and hard work of many individuals. With the vision for independent Slovenia to establish – in accordance with our needs and abilities – a well operating promotional system and stimulation for business excellence, which are both associated with the National Quality Award. Today, on the tenth anniversary of PRSPO, we can say with assurance that we have successfully passed an important part of the journey to excellence.

May this booklet offer useful help to those who strive to achieve the Slovenian strategic goals in business excellence – in the private as well as public sector. We would like to thank all of you who worked on this brochure.

Karmen Kern Pipan, MSc.  
Head of Quality and Business Excellence Department

Ivan Skubic, PhD.  
Director
TURNING POINTS IN THE DEVELOPMENT OF THE REPUBLIC OF SLOVENIA’S BUSINESS EXCELLENCE PRIZE (1996-2006)

1996
Foundation of a preparatory committee for the Prize, called the “Steering Committee” (July 1995).
First seminar on the European Quality Award with the Phare EU/EFTA programme assistance (July 1995), more than 160 participants.
First assessors qualification for the Award with the Phare EU/EFTA programme assistance (September 2005), more than 70 participants.
The Metrology Institute of the Republic of Slovenia (hereinafter “MIRS”) became a member of the European Foundation for Quality Management (hereinafter “EFQM”) Translation and acceptance of European criteria for application and assessment of organisations applying for the Prize, with EU’s assistance (Phare programme).
First seminars in self-assessment and writing submission documents for the Prize.
The first Republic of Slovenia’s Business Excellence Prize (hereinafter “PRSPO”) pilot project for industry, 7 organisations participated.
First Winners’ Conference (at Brido pri Kranju, on 20 February 1996).

1997
First assessor course in co-operation with EFQM.
Second PRSPO pilot project for industry, 12 organisations participated.
Winners’ Conference – presenting of diplomas for participation in the PRSPO pilot project for industry (Ljubljana, on 10 December 1997).

1998
The Republic of Slovenia Business Excellence Prize Act (RS Official Gazette, No. 22/98)
Appointment of the Republic of Slovenia Business Excellence Prize Board.
First official public invitation to apply, 11 organisations participated.
The 1998 PRSPO presentation ceremony (Ljubljana, on 8 December 1998, in Linhartova Hall of Cankarjev dom).

1999
Second official public invitation to apply, 15 organisations participated.
First PRSPO pilot project for the health sector, 8 organisations participated and were granted diplomas for participation at the 2000 Winners’ Conference.
1999 Winners’ Conference (Ljubljana, on 17 February 1999, in Smelt hall).
The 1999 PRSPO presentation ceremony (Ljubljana, on 7 December 1998, in Linhartova Hall of Cankarjev dom).

2000
Third official public invitation to apply, 16 organisations participated.
Second PRSPO pilot project for the health sector, 10 organisations participated and were granted diplomas for participation at the 2001 Winners’ Conference.
2000 Winners’ Conference (Ljubljana, on 17 February 2000, in Smelt hall).
The 2000 PRSPO presentation ceremony (Ljubljana, on 13 December 1998, in Linhartova Hall of Cankarjev dom).

2001
Fourth official public invitation to apply, 12 organisations participated.
PRSPO assessor training for the health sector (co-financed by ZZZS).
Third PRSPO pilot project for the health sector, 10 organisations participated and were granted diplomas for participation at the 2002 Winners’ Conference.
Winners’ Conference (Ljubljana, on 14 February 2001, in Smelt hall).
The 2001 PRSPO presentation ceremony (Ljubljana, on 5 December 2001, in Linhartova Hall of Cankarjev dom).
2002

PRSPO assessor training in the field of tourism (co-financed by the Slovenian Tourist Organisation).
Fifth official public invitation to apply, 14 organisations participated.
First pilot project for tourism, 5 organisations participated and were granted diplomas for participation at the 2003 Winners’ Conference.
Winners’ Conference (Ljubljana, on 5 June 2002, in Smelt hall).
The 2002 PRSPO presentation ceremony (Ljubljana, on 11 December 2002, in the Slovenian Philharmonic hall).

2003

Amendment of the PRSPO Act – introduction of the public sector category (RS Official Gazette, No. 83/03).
Sixth official public invitation to apply, 7 organisations participated.
MIRS became the National Partnership Organisation to EFQM for Slovenia.
Introduction the improved 2003 EFQM Excellence Model.
Project team for the translation of EFQM Excellence Model brochures set up.
Winners’ Conference & Slovenian Foundation for Business Excellence (hereinafter SFPO) Forum (Ljubljana, on 23 April 2003, Mercurius hall).
The 2003 PRSPO presentation ceremony (Ljubljana, on 3 March 2004, Slovenian Philharmonic hall).

2004

First training on Excellence Model in the Slovene language.
First EFQM-licensed training for self-assessment in organisations in the Slovene language in cooperation with SFPO.
First Slovenian licence editions of EFQM Excellence Model brochures.
Winners’ Conference & SFPO Forum (Ljubljana, on 5 April 2004, Grand Hotel Union).
4th International Conference of the Middle and Eastern European countries on National Quality Programmes and National Quality Awards (Bled, 28 to 30 November 2004, Kompas Hotel).
First PRSPO pilot project for the public sector; the participating organisations were presented diplomas at the Conference on Contemporary Public Sector, Portorož, 23 to 25 May (co-financed by Ministry for Public Administration).
Completion of the PRSPO Regulation (RS Official Gazette, No. 34/04).
Seventh official public invitation to apply, 12 organisations participated.
The 2004 PRSPO presentation ceremony (Ljubljana, on 16 February 2005, Slovenian Philharmonic hall).

2005

EFQM Excellence Model and EFQM-licensed seminars on self-assessment.
Sale of the Slovenian EFQM-licensed Excellence Model brochures.
Eighth official public invitation to apply, 10 organisations participated.
Winners’ Conference & SFPO Forum (Ljubljana, 21 June 2005, Faculty of Administration).
The 2005 PRSPO presentation ceremony (Ljubljana, on 21 December 2005, Grand Hotel Union).

2006

First licensed assessor training according to the EFQM Excellence Model in the Slovene language in cooperation with SFPO and Faculty of Administration.
EFQM Winners’ Conference & SFPO Forum 2006 (Ljubljana, on 30 May 2006, Faculty of Administration).
Start of project for SMEs in cooperation with SFPO and Public Agency of the Republic of Slovenia for Entrepreneurship and Foreign Investments (co-financed by Ministry of the Economy).
EFQM Excellence Model training in cooperation with Faculty of Administration, SFPO and MIRS.
Amendment of PRSPO Regulation (RS Official Gazette, No. 82/06).
Ninth official public invitation to apply, 20 organisations participated.
The 2006 PRSPO presentation ceremony (Ljubljana, on 6 December 2006, Linhartova Hall in Cankarjev dom).
HISTORY

A brief review of the events aimed at boosting the world’s awareness of the importance of quality - first in industry and then in services - reveals the fact that Japan had developed its own systematic approach to quality control in the fifties (Total Quality Management), which resulted in the first quality award in 1951 called the “Deming Prize” (after an American, Dr. W. Edwards Deming), to the best companies according to a number of important indicators or criteria.

In the eighties, the USA completed the Japanese TQM model by adapting it to the American conditions, and awarded, in 1988, the first Malcolm Baldrige National Quality Award (MBNQA).

The first award of this kind in Europe was presented in 1992 within the framework of the European Foundation for Quality Management (EFQM). With the support of the European Organization for Quality (EOQ), and the European Commission (EU-DG III), EFQM developed a business excellence model, which was still based on the European Quality Award, and which combined the experience of MBNQA and the Deming Prize. The first European Quality Award (EQA) was presented in 1992 (for more detail on EQA see www.efqm.org).

Today there are more than 25 national awards created in Europe, based on the European Business Excellence Model. In Slovenia, the EFQM Excellence Model is systematically integrated in the National Quality Award - The Slovenian Business Excellence Prize.
THE EFQM EXCELLENCE MODEL

The Slovenian Business Excellence Prize uses the guidelines and criteria based on the European Quality Award. The basic performance measures within the framework of the EFQM Business Excellence Model are shown in the diagram below:

The EFQM Excellence Model

The Model has 9 boxes, as shown above, which represent the criteria against which to assess an organisation’s progress towards excellence, and they are arranged into »Enablers« and »Results«.

The Model, which recognises many approaches to achieve sustainable excellence in all aspects of performance, is based on the premise that: Excellent results with respect to Performance, Customers, People and Society, are achieved through Leadership driving Policy and Strategy that is delivered through People, Partnerships and Resources, and Processes.

According to EFQM sources, the EFQM Excellence Model from Brussels is used by more than 35,000 organisations all over Europe, by 60 percent of 25 largest European organisations and more than 10,000 SMEs. Important information from Financial Times is that the EFQM Model is used by 9 of 13 most respected European organisations.

The heart of the Model is known as RADAR. RADAR consists of four elements:
- Results
- Approach
- Deployment
- Assessment
- Review.
THE NATIONAL QUALITY AWARD

The purpose of the award is to stimulate Slovenian organisations and to introduce a modern, effective and complete system for achieving quality. The Slovenian Business Excellence Prize is presented to the winner by the Prime Minister of the Republic of Slovenia. The Prize can be granted in the following categories: large organisations (more than 250 employees), small and medium-size organisations (250 or less employees) and, since 2004, the public sector. The Prize consists of a document and a statuette.

The holder of the RS Business Excellence Prize is the Government of the Republic of Slovenia, who also appoints the RS Business Excellence Prize Board.

The tasks of managing the procedures for the Prize are based on the PRSPO Act and assigned to MIRS, who - in cooperation with professional institutions for quality - coordinates the system and does the professional and administrative work for the Board, as well as cares for system development. MIRS collaborates with EFQM and has been its member since 1996.

The PRSPO Board appoints Jurors for a period of three years. The Jurors’ task is above all to supervise the correctness of the entire procedure and to prepare proposals for the Board. The PRSPO Board appoint assessor teams consisting of lead assessors and assessors. The lead assessors and assessors are appointed for a period of one year by the Board, upon MIRS’s suggestion and upon preliminary agreement with the Jurors.
THE PRSPO BOARD

The Board consists of a chairman and members, namely: the minister in charge of economy, the minister in charge of higher education, science and technology, the president of the Chamber of Commerce and Industry of Slovenia, the president of the Chamber of Craft of Slovenia, two directors of business enterprises, two directors of organizations from public sector and the representative of the Slovenian Trade Unions. The Board represents the highest level of decision-making in the award process, and the Prize is granted by the Board.

THE ASSESSOR TEAM

In accordance with its Rules of Procedure, the PRSPO Board appoints an assessor team to review and assess each submission document, and to propose the Prize winner. The team consists of Jurors, lead assessors and assessors.

The team members are chosen from among leaders and experts with knowledge and experiences in business excellence, both in the public and private sector areas.
THE JURORS

The Jurors play a very important role in the PRSPO system. One of the important tasks of the Jurors is to examine the results of assessment. After that the Jurors select the applicants to receive a site visit by the assessors. At the site visit the applicants are given the opportunity to meet the demands, to receive fair treatment before the assessor team reach their final decision. In addition, the Jurors examine site visit reports and prepare suggestions for Prize winners. The Jury is appointed by the PRSPO Board, and it includes six members and a chairman.

THE LEAD ASSESSORS AND ASSESSORS

The assessors have been chosen from among the managerial staff and experts who have proven, through the results of their work, excellence in business operations and quality management in their respective organisations, institutes or institutions. One of the team is nominated as lead assessor and asked to lead and manage the assessment of an application document.
THE ASSESSMENT PROCESS

Pursuant to and on the basis of the RS Business Excellence Prize Act, the PRSPO Board publishes a public invitation to apply for the RS Business Excellence Prize each year. The invitation specifies the conditions to be met by an applicant and the criteria by which the applications will be assessed and the winners proclaimed. Copies of the application document with instructions are sent to each member of the assessor team to assess independently. Each of the Criteria is assessed from the point of view of strengths and areas for improvement, and a score is assigned. The next stage is for the assessor team to arrive at a consensus view that fairly reflects the opinions of the whole team. This is achieved at a consensus meeting where the findings of the whole team are presented and discussed.

The purpose of site visit is to verify the application, to see at first hand the procedure of using self-assessment, to clarify areas where the application may have been unclear, and to sense the atmosphere prevailing within the applicant’s premises. As a rule, the team involved in the site visit are the same as for the initial assessment, usually augmented by one of the Jurors.

After the procedure of assessment is finished, every applicant receives a feedback report.
THE PILOT PROJECTS

The Metrology Institute of Republic of Slovenia has been encouraging the development of excellence in Slovenian organisations since 1996. This has been done through regular assessment procedures for the national quality award and also through pilot projects. The PRSPO pilot projects are organised in a systematic way to stimulate organisational learning, transfer of best practices and innovating, and to improve competitiveness and benchmarking in various sectors in Slovenia.

PILOT PROJECT OF THE NATIONAL QUALITY AWARD FOR THE PRIVATE SECTOR IN 1996

In the first pilot project of the RS Business Excellence Prize in 1996, 7 organisations from the private sector participated:
Iskra Avtoelektrika, d.d., from Šempeter pri Gorici; IBE, d.d., from Ljubljana; Hermes SoftLab, d.o.o., from Ljubljana; Smart Com, d.d., from Ljubljana; Radenska - Tri srca, Radenci, d.o.o., from Radenci; Revoz, d.d., from Novo mesto; and Lisca, d.d., from Sevnica.

PILOT PROJECT OF THE NATIONAL QUALITY AWARD FOR THE PRIVATE SECTOR IN 1997

In the second pilot project of the RS Business Excellence Prize in 1997, 12 organisations from the private sector participated:
Iskra Avtoelektrika, d.d., from Šempeter near Gorica; Hermes SoftLab, d.o.o., from Ljubljana; Smart Com, d.d., from Ljubljana; Radenska - Tri srca, Radenci, d.o.o., from Radenci; Revoz, d.d., from Novo mesto; Lisca, d.d., from Sevnica; Nil, d.o.o., from Ljubljana; Vektor, d.d., from Ljubljana; Trimo, d.d., from Trebnje; ISS Servisystem, d.o.o., from Maribor; Merkur, d.d., from Kranj; and SVEA, d.d., from Zagorje.
PILOT PROJECT OF THE NATIONAL QUALITY AWARD FOR THE HEALTH SECTOR IN 1999

In 1999, we successfully carried out the first pilot project of the RS Business Excellence Prize for the health sector, with eight participants:
Medical Centre Ljubljana - Clinical Institute of Clinical Chemistry and Biochemistry; Medical Centre Ljubljana - Department of Surgery, Dept. of Paediatric Surgery and Intensive Care; Medical Centre Ljubljana - Department for Nuclear Medicine; General Hospital, Murska Sobota; Health Institute, Kranj; Health Centre, b.u., Novo mesto; General Hospital, Novo mesto; General Hospital, Celje.

PILOT PROJECT OF THE NATIONAL QUALITY AWARD FOR THE HEALTH SECTOR IN 2000

Within the framework of the third PRSPO pilot project for the health sector, the following organisations participated:
Medical Centre Ljubljana - Clinical Institute of Clinical Chemistry and Biochemistry; Health Institute, Kranj; Health Centre, Novo mesto; General Hospital, Novo mesto; General Hospital, Celje; Health Centre, Ravne na Koroškem; Orthopaedic Hospital, Valdoltra; General Hospital, Jesenice; General Hospital, Maribor-Department of Transfusiology & Immunohaematology; Health Centre, Cerknica - Loška dolina.

PILOT PROJECT OF THE NATIONAL QUALITY AWARD FOR THE HEALTH SECTOR IN 2001

Within the framework of the third PRSPO pilot project for the health sector, the following organisations participated:
Hospital Golnik - Clinical Department for Pulmonary Diseases and Allergy; Clinical Centre Ljubljana - Clinical Institute for Clinical Chemistry and Clinical Biochemistry; Institute of Oncology, Ljubljana; Orthopaedic Hospital, Valdoltra; Psychiatric Hospital, Idrija; General Hospital, Novo mesto; Railway Health Centre, Ljubljana; Health Institute, Kranj; Health Insurance Institute of Slovenia; Health Centre, Novo mesto. The participating organisations’ scores ranged from 150 to 350.
PILOT PROJECT OF THE NATIONAL QUALITY AWARD FOR TOURISM

The pilot project for tourism, in cooperation with the Slovenian Foundation for Business Excellence and the Slovenian Tourist Organisation, was launched in 2002. Diplomas for participation were awarded to the following tourism organisations: Grand Hotel Toplice, Bled d.o.o.; Golf in Kamp Bled, d.d.; Hoteli Bernardin, d.d., from Portorož; Terme Čatež, d.d., from Čatež ob Savi; Hoteli Palace, d.d. from Portorož. The assessed organisations’ scores ranged between 150 and 300.

PILOT PROJECT OF THE NATIONAL QUALITY AWARD FOR PUBLIC ADMINISTRATION

In 2004, MIRS and the then Directorate of Public Administration (today Ministry of Public Administration) started the first pilot project in public administration. The following organisations received Diplomas: Police Administration Maribor; Administration Unit Grosuplje; Administration Unit Jesenice; Administration Unit Krško; Administration Unit Ljutomer; Administration Unit Maribor; Administration Unit Murska Sobota; Administration Unit Nova Gorica; Administration Unit Novo mesto; Administration Unit Slovenj Gradec; Administration Unit Slovenske Konjice; Administration Unit Šentjur pri Celju; Administration Unit Trebnje; and Administration Unit Tržič. The scores ranged from 101 to 350.
THE WINNERS OF THE NATIONAL QUALITY AWARD

The PRSPO Board, appointed by the RS Government, announces the finalists – candidate organisations who have placed themselves in the selected circle in each category – and the winner of the National Quality Award, The Republic of Slovenia Business Excellence Prize.

<table>
<thead>
<tr>
<th>Year</th>
<th>Products Sector</th>
<th>Services Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Less than 250 employees</td>
<td>More than 250 employees</td>
</tr>
<tr>
<td>1998</td>
<td>Hermès Softlab, d.o.o. Ljubljana</td>
<td>Revoz, d.d., Novo mesto</td>
</tr>
<tr>
<td>1999</td>
<td>Iskra Avtoelektrika, d.d., Šempeter pri Gorici</td>
<td></td>
</tr>
<tr>
<td>2000</td>
<td>Sava, d.d., Kranj</td>
<td>Saubermacher &amp; Komunala, d.o.o., Murska Sobota</td>
</tr>
<tr>
<td>2001</td>
<td>Trimo, d.d., Trebnje</td>
<td>Luka Koper, d.d., Koper</td>
</tr>
<tr>
<td>2003</td>
<td>ETI Elektroelement d.d., Izlake</td>
<td></td>
</tr>
<tr>
<td>2004</td>
<td>Petrol, d.d., Ljubljana</td>
<td></td>
</tr>
</tbody>
</table>
FINALISTS

1998
Enterprises with more than 250 employees, in the manufacturing sector:
   Trimo, d.d., Trebnje, Production of Metal Constructions and Their Parts;
   Iskra Avtoelektrika, d.d., Šempeter pri Gorici, Production of Other Electric Equipment for Machinery and Vehicles;
   Revoz, d.d., Novo mesto, Manufacturing of Motor Vehicles.
Enterprises with 250 or less employees, in the manufacturing sector:
   Danfoss Trata, d.d., Ljubljana, Manufacturing of Industrial Processing Contraption Equipment.
Enterprises with more than 250 employees, in the services sector:
   ISS Servisystem, d.o.o., Maribor, Industrial Cleaning and Protecting.
Enterprises with 250 or less employees, in the services sector:
   Hermes SoftLab, d.o.o., Ljubljana, Software Consultancy and Supply;
   Saubermacher & Komunala, d.o.o., Murska Sobota, Refuse Collecting and Transport.

1999
Enterprises with more than 250 employees, in the manufacturing sector:
   Trimo, d.d., Trebnje, Production of Metal Constructions and Their Parts;
   Iskra Avtoelektrika, d.d., Šempeter pri Gorici, Production of Other Electric Equipment for Machinery and Vehicles;
   Revoz, d.d., Novo mesto, Manufacturing of Motor Vehicles.
Enterprises with 250 or less employees, in the manufacturing sector:
   Danfoss Trata, d.d., Ljubljana, Manufacturing of Industrial Processing Contraption Equipment.
Enterprises with more than 250 employees, in the services sector:
   ISS Servisystem, d.o.o., Maribor, Industrial Cleaning and Protecting.
Enterprises with 250 and less employees, in the services sector:
   Saubermacher & Komunala, d.o.o., Murska Sobota, Refuse Collecting and Transport.

2000
Enterprises with more than 250 employees, in the manufacturing sector:
   Iskra Avtoelektrika d.d., Šempeter pri Gorici, Production of Other Electric Equipment for Machinery and Vehicles;
   Prevent d.d., Slovenj Gradec, Manufacturing of Made-up Textiles, Not Apparel;
   Sava d.d., Kranj, Manufacturing of Rubber Tyres and Tubes.

2001
Enterprises with 250 or less employees, in the services sector:
   Saubermacher & Komunala, d.o.o., Murska Sobota, Refuse Collecting and Transport.
Enterprises with more than 250 employees, in the manufacturing sector:
   Sava, gumarska in kemijska industrija, d.d., Kranj, Manufacturing of Rubber Tyres and Tubes;
   Trimo, d.d., Trebnje, Production of Metal Constructions and Their Parts.
2002
Enterprises with more than 250 employees, in the manufacturing sector:
- Trimo, d.d., Trebnje, Production of Metal Constructions and Their Parts;
- Impol d.d., Slovenska Bistrica, Forging, Extrusion, Stamping and Rolling of Metals; Powder Metallurgy;
- ETI Elektroelement d.d., Izlake, Production of Electric Power Distribution Devices and Electric Power
Control Devices.
Enterprises with more than 250 employees, in the services sector:
- Luka Koper d.d., Koper, Transshipment, Warehousing and Other Harbour Activities.

2003
Enterprises with more than 250 employees, in the manufacturing sector:
- ETI Elektroelement d.d., Izlake, Production of Electric Power Distribution Devices and Electric Power;
- Prevent d.d., Slovenj Gradec, Manufacturing of Made-up Textiles, Not Apparel;
- Impol d.d., Slovenska Bistrica, Forging, Extrusion, Stamping and Rolling of Metals; Powder Metallurgy
Control Devices.
Enterprises with more than 250 employees, in the services sector:
- Petrol d.d., Ljubljana, Retail Trade with Own Motor Fuel.

2004
Enterprises with more than 250 employees, in the private sector:
- Petrol, Energetic Company d.d, Ljubljana, Retail Trade with Own Motor Fuel;
- Impol d.d., Slovenska Bistrica, Forging, Extrusion, Stamping and Rolling of Metals; Powder Metallurgy;
- Prevent d.d., Slovenj Gradec, Manufacturing of Made-up Textiles, Not Apparel.

2005
Enterprises with more than 250 employees in the private sector:
- Mercator Group, d. d., Ljubljana, Retail Trade in Non-Specialised Stores, Mainly with Food Products;
- Radenska – Health Resort Radenci, d. o. o., Radenci, Hotel Activities and Similar Plants.
Enterprises with 250 or less employees in the private sector:
- Esotech d.d., Velenje, Research and Implementation of Environmental Solutions.
Organizations in the public sector:
- General Hospital Novo mesto, Health Care.

2006
Enterprises with 250 or less employees in the private sector:
- Esotech d.d., Velenje, Research and Implementation of Environmental Solutions.
Organizations in the public sector:
- General Hospital Novo mesto, Health Care.
- Administrative Unit Novo mesto, Administration activity.
The Winner of 1998 PRSPO

Enterprises with 250 or less employees in the service sector:
Hermes Softlab, d.o.o., Ljubljana

HERMES Softlab is an international IT solutions and software development company whose customers include high-tech solutions providers, telecommunications companies, financial institutions and the public sector.

The company was founded in 1990 in Ljubljana. It has built its growth on its international success, which has helped it to develop an international presence with branch offices both in the US and across Europe. HERMES Softlab offers holistic solutions in the field of application development and system integration, e-solutions, data storage systems and network and system management. It helps its clients to successfully face up to new challenges by changing technical solutions into a competitive advantage. The company currently employs 700 people.

Peter Testen, HERMES Softlab CEO and Chairman of the Management Board: By implementing and later constantly upgrading the EFQM model, HERMES Softlab took a considerable step forward from the philosophy of quality assurance to the actual process of assuring and also monitoring the development of both quality within the company as well as the company itself. The EFQM model includes elements which encompass the entire business system and therefore represent a tool which ensures constant improvement in the quality of products, services and operations. It is important to emphasise that the pre-requisite for excellence in company operations is the commitment of employees to excellence as a value. The excellence which the founders incorporated into the company’s corporate charter is still present today, and it is being constantly upgraded. Only the process of continuous education and commitment to the values of excellence allows for progress in operations and quality enhancement.

Miro Germ, HERMES Softlab Quality Director: The award from the Republic of Slovenia on business excellence, which the company received 8 years ago, together with quality certificate ISO 9001:2000/ TickIT BSI Quality Assurance, in our view represents acknowledgement for achievements in the field of quality of products and services, including excellence of operations. The quality of its products and services is of core significance to HERMES Softlab. We are improving on the basis of continuous customer and employee satisfaction surveys, external and internal verification findings and post-mortem projects in the sense of the Total Quality Management concept.

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HERMES, Softlab d.d., Litijska cesta 51, 1000 Ljubljana
By participating to the pilot project PRSPO, Revoz helped other companies, contributed to the development of the Slovenian economy and progressed itself.

The winner of 1999 PRSPO

Enterprises with more than 250 employees in the manufacturing sector:
Revoz, d.d., Nova mesto

BUSINESS EXCELLENCE HELPED REVOZ TO BECOME A COMPANY AT THE EUROPEAN LEVEL

REVOZ is the only Slovenian car manufacturer and a wholly owned Renault subsidiary. It takes an active part in Renault’s industrial strategy in Central Europe started in the seventies.

By its integration into local community, Revoz is contributing actively to the dynamics of Slovenian economy. Therefore, Renault holds a position of uncontested leader on the Slovenian automotive market. Total production capacity is currently at approx. 230,000 vehicles annually, with work organized in three shifts. The Novo Mesto plant exports 95% of its production to European markets. Revoz is No.1 Slovenian exporter.

ON OUR WAY TO EXCELLENCE

Barbara Krajnc, Business Excellence project manager in Revoz: “Revoz started to use the method called AQTE (Self-Assessment of Total Quality of the Enterprise) for self assessment looking up at Renault. In 1996, we started to participate in the government pilot project. This was a company project with direct participation of the top management. The self-assessment helped us on our path towards the best. We were awarded the Business Excellence Prize for the year 1999, as the first production company in Slovenia. Today, we use new methods and new Renault standards for business performance improvement, e.g. SPR (Renault Production System) and DOPA (Deployment of Objectives). Furthermore, its compliance is checked regularly by audits in the fields of quality (ISO 9001), environment (ISO 14001), safety at work (OHSAS 18001) and others.”

Now, the most important project in the history of the plant is under way: production of a new Renault model, which will be produced only in Novo Mesto for the entire European market from 2007 on. The project is estimated at about 400 million euros and is supported by Slovenian state, which realized ample development opportunities not only for Revoz but also for entire Slovenian economy.

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Revoz, d.d., Belokranjska cesta 4, 8000 Nova mesto
The winner of 2000 PRSPO

Enterprises with more than 250 employees in the manufacturing sector:
Iskra Avtoelektrika, d.d., Šempeter pri Gorici

The joint-stock company Iskra Avtoelektrika d.d. employs over 1500 people, while the total number of employees in the entire corporation including subsidiary production and trading companies in Slovenia and abroad is over 2100.
Range of products includes starters, alternators, electric motors, controllers, electronics and components. Iskra Avtoelektrika d.d. realizes more than 90% of its consolidated sales on the world markets.

SATISFYING OUR CUSTOMERS
As stated in our Values and Commitment to Excellence, our “raison d’être” is to satisfy and exceed our customers expectations. We firmly believe that our customers are the first assets for our company that make us grow day by day.
All our improvement efforts are governed by our constant desire for quality, as expressed through customer satisfaction, optimization of our human resources and consistent optimization and rationalization of our business processes.
We have been active in the field of TQM and business excellence for many years. An important step was taken in 1996 when it was decided to introduce the model of the European Foundation for Quality Management (EFQM), enabling us to measure more objectively our progress on the path towards management excellence.
These efforts culminated in Slovenian Award for Business Excellence we were granted in 2000.

MANAGEMENT SYSTEM
Iskra Avtoelektrika commitment to quality leadership is founded upon our quality policy and carried out through integrating quality in our management systems. Our management systems are improved continuously. Our commitment is demonstrated by the third-party certification to the ISO 9001:2000, ISO/TS 16949, ISO 14001 and Investor in people. However, we continue to strive for perfection, so our management systems are improved furtherly by incorporating elements of business excellence.

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Municipal waste collection and transportation vehicle

The winner of 2001 PRSPO

Enterprises with 250 or less employees in the service sector:
Saubermacher & Komunala, d.o.o., Murska Sobota

Saubermacher & Komunala Murska Sobota, d.o.o., was incorporated as a joint venture in April 1991. The company’s activity consists in ECONOMICAL WASTE MANAGEMENT, which includes:
• separate waste collection,
• waste processing,
• promoting public awareness for waste abatement and
• landfill management for non-hazardous waste.
Throughout the years the company has been developing and growing, introducing separate collection of various types of waste from households, industry and commerce. In 1995 the company obtained the ISO 9001 Quality System Certificate; in 1998 the ISO 14001-based Environmental Management System Certificate; in 2001 the OHSAS 18001 Occupational Health and Safety Assurance System Certificate and the Certificate for Social Accountability under the standard SA 8000. Both in 1998 and 1999 the company obtained a diploma as finalist for the Slovenian Business Excellence Prize, which it won in 2001. This was the company’s greatest success. In 2002 we successfully represented Slovenia by submitting our document for the European Quality Award, which proves that the company is able to contend with excellent companies at the international level.

Saubermacher & Komunala’s way to business excellence:
4. step: OHSAS 18001, SA 8000 (2001)
5. step: winner of Slovenian Business Excellence Prize (2001)

The way is steep and hard, but it pays off if one persists on it.
The company wishes to perform its activity at a high quality level and to satisfy its customers, its people, the social environment and as well as its owners. The care for natural environment is also one of its objectives.

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Saubermacher & Komunala, d.o.o., Kopališka ul 2, 9000 Murska Sobota
The winner of 2001 PRSPO

Enterprises with more than 250 employees in the manufacturing sector:
Sava, d.d., Kranj

THE JOINT STOCK COMPANY SAVA

In 2001, when Sava d.d. obtained the highest award by the Republic of Slovenia for business excellence seven rubber manufacturing programmes operated within the joint stock company, however, the sources of a business group including the tourism, real estate and financial investments business and operating separately from the rubber manufacturing business, were constituted as well. Already a year after that Sava d.d. joined the rubber manufacturing programmes into an independent company Savatech d.o.o., whereas Sava d.d. restructured into a holding company.

In addition to the holding company Sava d.d., employing 55 associates and connecting the Sava Group in terms of governing, the Sava Group presently includes another 25 subsidiaries and 3 joint ventures. These companies operate in five different divisions: Rubber manufacturing, Tourism, Real estate, Other operations and Investment finance. The Sava Group employs 2,549 people in total.

SAVA ON ITS PATH TO BUSINESS EXCELLENCE

Sava has a long-standing tradition in the quality management area. The system was first introduced back in the 1970s. In 1991 Sava was among the first ones in Slovenia to be certified according to the ISO 9001 standard.

In 1997 Sava performed the first self-evaluation according to the EFQM (European Foundation for Quality Management) criteria. In 1998 Sava participated in the national business excellence award campaign for the first time and in 2001 it received the highest award. Since then we have been spreading the principles and operations according to the European business excellence model to all parts of the Sava Group. Since 2002, when our subsidiary Grand Hotel Toplice d.o.o. Bled – submitted a pilot application for tourism, our companies in the Tourism division have been taking part in the campaign every year. In 2005, Terme Radenci d.o.o. received the silver diploma, and this year the company Golf in Park Hoteli Bled d.o.o. won the bronze diploma for the co-operation in the PRSPO evaluations.

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Sava, d.d., Škofjeloška cesta 6, 4502 Kranj
The winner of 2002 PRSPO

Enterprises with more than 250 employees in the manufacturing sector:
Trimo, d.d., Trebnje

Trimo is a company engaged in engineering, production and assembly of steel pre-fabricated buildings. It is one of the leading European companies in the area of fireproof panels. In Trimo we offer the customers original and complete solutions in the area of:

- pre-fabricated steel buildings,
- steel structures,
- roofs and facades,
- containers and
- sound insulating systems.

In Trimo we ensure, develop and are responsible for total quality. It has been integrated into every area of our operations. We are aware that we can only successfully perform in markets if we apply high quality standards, which we ensure through pursuing a total quality approach in all our activities - with our employees, products, services and purposes.

When establishing new systems we build them as a solid basis to allow for an improvement of total quality. Acquired and examined certificates for quality management system ISO 9001:2000, system of environment management ISO 14001:1996, occupational health and safety assurance system OHSAS 18001:1999 and hazard analysis and critical control point (HACCP) from 2002, are the grounds for, and our commitment to, continuous improvement in operations and the quality of products and services for our customers.

We implement projects that support the assurance of total quality. These are Process of Continuous Improvement (PKI), Total Care for Property (CSI), Total Quality Management (TQM) – which was in 2005 improved with the Cost Value Driver Analysis (CVDA), Customer Relations Management (CRM), Learning Organisation (USP), Balanced Scorecard and European Model of Business Excellence (EFQM).

In 2004 we were awarded the »Recognition of excellence«, presented by the European Foundation for Quality Management (EFQM). Business excellence is a strategic objective of the company, which we continued to pursue in 2005 with a systematic self-evaluation of business excellence, in which more than 50 key functions in the company were evaluated. The fruit of this self-evaluation are actual measures to improve business excellence, which will be taken in 2006.

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Manufacturing line of roof and facade panels

IKEA, Shanghai, China
Enterprises with more than 250 employees in service sector: 
Luka Koper d.d., Koper

Luka Koper, one of the leading service providers in Slovenia, administers the only cargo port in the country. Ever since its establishment in 1957, the company has by way of business performance and achievements built international reputation and tradition.

Today, the company encompasses 11 specialised terminals with state-of-the-art equipment for every type of cargo, administers the free zone, as well as pays particular attention to the development and maintenance of the port infrastructure.

The area of 255 hectares of land includes 30 hectares of covered, and 95 hectares of open storage facilities. The number of berths along the 3,134 metres of shore and 173 hectares of sea totals 25. The company is evolving into a logistics system which provides comprehensive support to cargo handled in the Port of Koper.

Luka Koper was one of the first European ports to introduce complete management system in compliance with ISO 9001 and ISO 14001 international standards. By way of the first self-assessment in 1999 according to the EFQM model, the company realised that it was not enough to merely comply with standards, but it was of vital importance to achieve objectives set, as well as constantly improve, display and verify them.

A proof that Luka Koper is on the right track came in 2002 in the form of Republic of Slovenia award for business excellence. In 2005, the company joined the EFQM members, in particular due to the possibility of the good practice exchange with other enterprises. In order to be able to compare its achievements with the best companies, Luka Koper participated in the European competition for the business excellence (Recognised for Excellence) and was granted the award. In 2006, the company set even more ambitious objectives, and entered the contest for the most prestigious European business excellence award. Being placed between 27 finalists is yet another proof of its competitiveness among the best European enterprises.

All the accomplishments mentioned above further encourage Luka Koper to continue the demanding path to business excellence.

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Luka Koper, d.d., Vojkovo nabrežje 38, SI-6501 Koper
The winner of 2003 PRSPO

Enterprises with more than 250 employees in the manufacturing sector:
ETI Elektroelement d.d., Izlake

Since the year 1950 till now, ETI has grown into a world’s leading solution provider of electrical installations for residential and commercial buildings, industrial electrical installations, low and medium voltage electrical energy distribution, and power electronics and semiconductors. Additionally, it is also an important manufacturer of technical ceramics products, tools and devices, and plastics and technical rubber products. Substantial elements of the company’s growth strategy are subsidiaries, both inland and abroad, and close cooperation with selected strategic partners. ETI concern employs today more than 1600 people, and its products are sold in more than 60 countries worldwide.

ETI is investing a lot into research & development and innovative activities. The quality of products and services is aimed to obtain satisfaction of customers, employees, local and broader social environment and corresponding business excellence.

Strategic intent of ETI is clear:
- ETI will continue to strengthen its position of a leading producer of safety fuses
- ETI will make itself valued as the first producer of new generation of MCB’s and protection devices
- ETI will continue to grow with further internationalization and establishment of new strategic partnerships
- ETI are in fact competent and motivated employees, who are of vital importance in order to successfully carry out the strategy
- ETI will increase satisfaction of its customers and partners
- ETI will ensure high and stable quality of its products and services.

Path to business excellence:
- 1993 ETI becomes ISO 9001 certified and starts the TQM project
- 1995 ETI enters the PRSPO project
- 1999 ETI joins the PRSPO competition
- 2002 ETI becomes PRSPO finalist
- 2003 ETI becomes a finalist and recipient of the PRSPO award.

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The winner of 2004 PRSPO

Enterprises with more than 250 employees in private sector:
Petrol, Energetic Company d.d, Ljubljana

The PETROL GROUP is one of the largest and most successful business entities in Slovenia. With its clearly defined strategic orientation and development priorities it actively participates in shaping the Slovenian energy environment, currently also becoming an important player on the energy markets of the wider region of South-Eastern Europe. PETROL is particularly distinguished for the quality of its products and services, its great reputation, highly recognised brands and solid financial position. The company is engaged in four key business areas: sale of petroleum products and other merchandise; sale and distribution of gas; production, sale and distribution of electricity; ecology.

PETROL’s highly motivated and business oriented employees feel a deep sense of responsibility towards their customers, suppliers, business partners, owners and the company as a whole; they meet their expectations through considering fundamental legislative regulations and ethical rules of the Slovenian society, through conforming to European standards and acting in accordance with the environmental legislation.

PETROL’s heading for business excellence started in 1995, when, in the scope of a system designed for business change, we began to carry out several quality management projects. Since 1997, PETROL has operated in compliance with the ISO 9001 standard, and since 2000 also in compliance with the requirements of the ISO 14001 standard for environmental management systems.

The model of business excellence has been used as a tool for monitoring the process of continuous improvement and for upgrading the existing quality system. Based on the results of self-assessment carried out for the first time in 2001, we began to implement improvement projects. Business processes in Petrol became more transparent and efficient; the company’s results also improved. In 2003 we qualified among the PRSPO finalists and were awarded a diploma for notable progress in the introduction of the model. The following year PETROL received recognition by the Republic of Slovenia for business excellence.

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THE PRSPO LEVELS OF EXCELLENCE

The PRSPO Levels of Excellence Scheme. In 2005 the PRSPO Board awarded for the first time since the existence of the PRSPO assessment system certificates for participation with regard to the scores or levels of excellence achieved, following the example of EFQM and other comparable national awards. The purpose was to provide motivation and recognition for the progress achieved not only to winners and finalists but also to other applying organisations in the PRSPO assessment process, in order to encourage them to persist on their journey of continuous improvements. Bronze Certificates are awarded to those organisations who provide evidence of constant improvement according to the EFQM Excellence Model, and who score above 350 points.

Silver Certificates are awarded to those organisations who provide evidence of constant improvement according to the EFQM Excellence Model and who score above 400 points. Gold Certificates are awarded to those organisations who provide evidence of constant improvement according to the EFQM Excellence Model and who score above 450 points.
2005

GOLD CERTIFICATEWINNERS:
Enterprises with more than 250 employees in the private sector
Mercator Group, d. d., Ljubljana, Retail Trade in Non-Specialised Stores, Mainly with Food Products.

SILVER CERTIFICATEWINNERS:
Enterprises with more than 250 employees in the private sector:
Radenska – Health Resort Radenci, d. o. o., Radenci, Hotel Activities and Similar Plants.

BRONZE CERTIFICATEWINNERS:
Enterprises with more than 250 employees in the private sector:
Enterprises with 250 or less employees in the private sector:
Esotech, d.d., Velenje, Research and Implementation of Environmental Solutions
Organisations in the public sector:
General Hospital Novo mesto, Health Care

2006

SILVER CERTIFICATEWINNERS:
Enterprises with 250 or less employees in the private sector:
Esotech, d.d., Velenje, Research and Implementation of Environmental Solutions

BRONZE CERTIFICATEWINNERS:
Enterprises with more than 250 employees in the private sector:
AET, d.o.o., Tolmin, Manufacture of electrical equipment for engines and vehicles
BŠH hišni aparati, d.o.o., Nazarje, Manufacture of electrical domestic machines.
SCT, d.d., Ljubljana, Construction of roads, railways, airports and sport building.
Skupina Viator&Vektor, d.d., Ljubljana, Street and cargo traffic
Enterprises with 250 or less employees in the private sector:
G&P hoteli Bled, d.o.o., Bled Activity of hotels and similar turns
Organisations in the public sector:
General Hospital Novo mesto, Health Care
Administrative unit Novo mesto, Administration activity
Administrative unit Murska Sobota, Administration activity
Administrative unit Trebnje, Administration activity
Administrative unit Ljutomer, Administration activity
THE 2006 PRSPO BOARD, JURORS AND ASSESSORS

THE BOARD
By the Slovenian Government’s Resolution of 30 October 2006, the National Quality Award Board was appointed for a term of office of four years:

Members by position:
Mr Andrej Vizjak, MSc., Minister of the Economy
Mr Jure Zupan, PhD., Minister of Higher Education, Science and Technology,
Mr Jožko Čuk, MSc., President of The Chamber of Commerce and Industry of Slovenia,
Mr Miroslav Klun, President of The Chamber of Craft of Slovenia, and
Mr Branko Mišič, Representative of the Slovenian Trade Unions.

Other members:
Mr Gregor Virant, PhD., Minister of Administration,
Mrs Tatjana Fink, General Director of Trimo d.d., Trebnje,
Mr Janez Bohorič, Chairman of the Board of Managers, Sava, d.d., Kranj, and
Mrs Mira Retelj, Director of General Hospital Novo mesto.

THE 2006 NATIONAL QUALITY AWARD JURORS GROUP
In alphabetical order, the Chairman is in bold print:
Mr Boris Bukovec, PhD., Higher Education Centre, School for Business and Management,
Mr Samo Fakin, General Hospital Celje,
Mr Vojko Križman, Iskra Avtoelektrika d.d., Šempeter pri Gorici,
Mrs Polona Kovač, PhD., University of Ljubljana, Faculty of Administration, Ljubljana,
Mrs Nada Malovrh, Belinka Belles d.d., Ljubljana,
Mr Bogdan Topič, PhD., Slovenian Institute for Standardization, Ljubljana,
Mr Joško Osredkar, PhD., University Medical Centre, Clinical Institute of Clinical Chemistry and Biochemistry, Ljubljana.
THE 2006 NATIONAL QUALITY AWARD ASSESSORS
In alphabetical order, lead assessors are in bold print:

Mr Mirko Anželj, MSc., Petrol, d.d., Ljubljana,
Mr Tomaz Babnik, Systematics, Tomaz Babnik s.p., Ljubljana,
Mr Alojz Bitenc, MSc., Bitenc Consulting - Alojz Bitenc s.p., Ljubljana,
Mr Igor Bizjak, Igor Bizjak s.p., Ljubljana,
Mrs Mila Bozic, PhD., BE-i Institute, Brezovica,
Mrs Polona Briški, Trimo, d.d., Trebnje,
Mr Vladimir Bukvič, MSc., Cimos, d.d., Koper,
Mr Marko Coklin, Slovenica Življenje, Ljubljana,
Mr Bruno Čibej, Trimo Investment, d.d., Trebnje,
Mr Branko Dragan, DIAMET Branko Dragan s.p., Slovenske Konjice,
Mr Alojz Gorišek, Iskra Feriti d.o.o., Ljubljana,
Mrs Karmen Gorišek, MSc., Racio razvoj, d.o.o., Celje,
Mrs Živa Gorup Reichmann, Hermes SoftLab, d.d., Ljubljana,
Mr Uroš Guncar, MSc., NET’S d.o.o., Kranj,
Mrs Breda Hajnrih, General Hospital Maribor, Maribor,
Mrs Ines Hikl, Bureau Veritas, d.o.o., Ljubljana,
Mr Zvonko Hočevar, PhD., University Medical Centre, Ljubljana,
Mrs Jožica Hrastelj, ETI Elektroelement, d.d., Izlake,
Mr Branko Huč, MSc., Krka, d.d., Nova mesto,
Mr Branko Ivec, MSc., BIC Center za kakovost in podjetništvo - Božidar Ivec s.p., Spodnji Duplek,
Mr Franc Jamšek, MSc., Profil, d.o.o., Ljubljana,
Mrs Blanka Kaker, SIQ, Ljubljana,
Mr Andrej Kerin, MSc., SCT, d.d., Ljubljana,
Mr Marko Kluata, Tangram TQC, d.o.o., Ljubljana,
Mrs Irma Koren, MSc., Frucutal, d.d., Ajdovščina,
Mr Matjaž Korošec, MVZT, Metrology Institute, Celje,
Mrs Helena Kosi, MSc., Mura EFD, d.d., Murska Sobota,
Mrs Bernarda Kozelj, MVZT, Metrology Institute, Ljubljana,
Mr Rudi Kragelj, MSc., AET, d.o.o., Tolmin,
Mr Primož Krajin, Mettron, d.o.o., Ljubljana-Šentvid,
Mr Boris Kramberger, ZZVS, Ljubljana,
Mr Jožef Kranjc, MSc., Ministry of Defence, Ljubljana,
Mr Štefan Krapiš, MELOIR, d.o.o., Nova Gorica,
Mrs Katarina Medved, Smart Com, d.o.o., Ljubljana,
Mrs Brigita Mehle Grčar, Zreče,
Mrs Nataša Mejak Vukovič, MVZT, Metrology Institute, Ljubljana,
Mr Marko Mirnik, Chamber of Commerce and Industry of Slovenia, Ljubljana,
Mr Peter Mlakar, MSc., Mag. Peter Mlakar s.p., Limbuš,
Mrs Evidika Morosini Berus, MSc., Krka, d.d., Nova mesto,
Mrs Vlasta Mur, MSc., Technoplast, d.o.o., Blejska Dobrava,
Mrs Tanja Nemec, Šempeter pri Gorici,
Mr Rajko Novak, MRR, d.o.o., Šempas,
Mrs Polonca Oblak, G&P hoteli Bled, d.o.o., Bled,
Mr Janez Peternel, MSc., Iskraemeco, d.d., Kranj,
Mr Anton Petrič, TPV Trženje in proizvodnja opreme vozil, d.d., Nova mesto,
Mr Rok Pipan, S&T Hermes Plus, d.d., Ljubljana,
Mr Slavko Plazar, PhD., POSSI, d.o.o., Velenje,
Mr Georg Pollak, MSc., Sava, d.d., Kranj,
Mr Igor Pompe, Ljubljana,
Mr Mišo Požar, MSc., Iskra Avtoelektrika, d.d., Šempeter pri Gorici,
Mrs Alja Pregl, SIQ, Ljubljana,
Mr Vitomir Pretnar, MSc., Administrative Unit Jesenice, Jesenice,
Mr Peter Pustatičnik, MSc., ZZZS, Ljubljana,
Mr Andrej Pušnik, MSc., ETI Elektroelement, d.d., Izlake,
Mrs Lojzka Reščič, Salonit Anhovo, d.d., Deskle,
Mr Nenad Savič, MSc., Nenad Savič s.p., Domžale,
Mrs Biserka Simčič, General Hospital Novo mesto, Novo mesto,
Mrs Darja S洛kan Dušič, MSc., Ministry of the Environment and Spacial Planning, Ljubljana,
Mrs Marija Sraka Šadl, TERME RADENCI podjetje za turizem, d.o.o., Radenci,
Mrs Andreja Stopar, MSc., Administrative Unit Šentjur pri Celju, Šentjur pri Celju,
Mrs Tamara Uršič Ladava, Salonit Anhovo, d.d., Deskle,
Mr Vinko Vitman, MVZT, Metrology Institute, Ljubljana,
Mr Jože Vodičar, MSc., Savatech, d.o.o., Kranj,
Mr Bojan Voh, HTZ I.P. d.o.o., Velenje,
Mr Bojan Vovk, MSc., Iskratel, d.o.o., Kranj,
Mr Mihajlo Zozolly, MSc., ZoS s.p., Ljubljana,
Mr Bojan Žiger, PQS Žiger Bojan s.p., Maribor, and
Mrs Marjana Žnidaršič, MSc., Triglav, zdravstvena zavarovalnica, d.d., Koper.
INTRODUCTION OF BUSINESS EXCELLENCE IN SLOVENIAN ENTERPRISES

Ministry of the economy, the Public Agency of the Republic of Slovenia for Entrepreneurship and Foreign Investments and the Slovenian Foundation for Business Excellence have been implementing, since March 2006, a programme entitled “Introduction of Business Excellence in Slovenian Enterprises”. The purpose of the project is to stimulate methodical use of business excellence tools and to reach higher levels of competitive position in Slovenian enterprises, especially in SMEs.

TRAINING ON THE EFQM EXCELLENCE MODEL

USE OF THE EFQM EXCELLENCE MODEL – BASIC TRAINING

A workshop programme is intended for participants wishing to understand the use of the Business Excellence Model in business improvement; the use of the RADAR principles for making self-assessment; how to meet the requirements and to apply individual elements of the Model to self-assess and to create an application for PRSPO. The programme is intended for people on leading positions, who would like to find ways to improve their leadership; for project leaders to constantly improve the operation; and for counsellors working on business improvement.
SELF – ASSESSMENT USING THE EFQM EXCELLENCE MODEL – THE EFQM LICENCE SEMINAR

A two-day workshop programme is intended for participants wishing to reach an in-depth understanding of the eight steps in the self-assessment process, to implement four different methods of self-assessment in practice, and to become an internal assessor. The basic part of the workshop is the presentation of a practical example from the Slovenian or foreign environment.

As material the participants receive licensed Slovenian translations of the EFQM brochures. Previous preparation by attending the basic seminar on the EFQM Excellence Model is recommended before attending this seminar.

ASSESSOR TRAINING IN USING THE EFQM EXCELLENCE MODEL – THE EFQM LICENCE SEMINAR

A two-day workshop programme is intended for participants wishing to reach an in-depth understanding of the assessment process using the Model, and to qualify as assessor candidate for PRSPO.

The participants of this seminar are required to make a preparatory study of a didactic example and to assess it using the RADAR matrix methodology (25 to 30 hours of work before the seminar). After successfully finished training, each participant will obtain a certificate.

As material the participants receive licensed Slovenian translations of the EFQM brochures.

REGULAR TRAINING OF PRSPO ASSESSORS - CALIBRATIONS

The training is intended for PRSPO assessors and candidates, who are preparing for participation in the PRSPO assessment process. This calibration is obligatory for everybody who wants to make PRSPO assessments in the current year.
The Slovenian translation of the EFQM Excellence Model was published by MIRS in 2004. The material was prepared by the “Project group for preparation and terminological adjustment of translations of the EFQM Excellence Model brochures”.

THE TRANSLATED AND PUBLISHED BROCHURES:

- The EFQM Excellence Model
- The EFQM Excellence Model - Public and Voluntary Sector Version
- The EFQM Excellence Model - Small and Medium Enterprises Version
- Determining Excellence - A Questionnaire Approach
- The Fundamental Concepts of Excellence
- Assessor Scorebook 2003
- Self-Assessment Training Material (available to licensed trainers only)

In 2006 MIRS published the material for an EFQM-licensed assessor training course at the Ministry of Higher Education, Science and Technology. The material was translated and terminologically adjusted by the above-mentioned project group.

THE TRANSLATED MATERIAL INCLUDED:

- Spectrum Case Study
- Spectrum Model Scorebook
- European Assessor Training material (available to licensed trainers only)

The brochures can be ordered at MIRS. A catalogue of translated brochures and EFQM products is available on the MIRS website http://www.mirs.si/.