



sponsored by **forv/s
mazars**

UK EXCELLENCE AWARDS 2025

WEMBLEY STADIUM
THURSDAY 27TH MARCH 2025



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INTRODUCTION FROM OUR PATRON

I am delighted to share my thoughts on the British Quality Foundation as we come together once again to celebrate outstanding achievements in Excellence.

For more than 30 years, BQF has been at the heart of the UK Excellence movement, championing best practices, fostering innovation, and bringing together a thriving community dedicated to continuous improvement. BQF has played a pivotal role in shaping the landscape of organisational Excellence across industries.

Your dedication to Excellence not only strengthens your organisations but also inspires others to raise their own aspirations. By striving for continuous improvement, you contribute to a culture of innovation and best practice.

I am particularly pleased to see the ongoing success of the 'Patron's Award', which highlights the individuals and organisations making a tangible difference in their communities. This award is a testament to the power of Excellence in creating a positive impact beyond business, making it one of the most meaningful recognitions of the evening.

To all of you here tonight, congratulations on your achievements. Your commitment, passion, and hard work deserve to be celebrated. I wish you the very best of luck for the future.





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

Our headline sponsor, **Forvis Mazars**, is proud to partner with **BQF** once again to celebrate and champion excellence at the **UK Excellence Awards 2025**.

Excellence is at the core of this event, and Forvis Mazars exemplifies this in their unwavering commitment to delivering expert guidance and innovative solutions to their clients. Their support has been instrumental in creating a platform where the BQF community and our esteemed finalists can come together, share insights, and celebrate outstanding achievements.

Throughout the lead-up to the awards, Forvis Mazars has shown remarkable dedication to this event, playing an active role in shaping its success. Their involvement in the judging process has been invaluable, bringing together deep technical expertise and cross-industry experience to ensure a rigorous and fair selection of winners. Their passion for recognising quality work across the UK perfectly aligns with BQF's mission to promote and reward excellence.

We are delighted to have Forvis Mazars as our headline sponsor and look forward to strengthening our partnership further. Our ongoing collaboration continues to provide BQF members with valuable access to Forvis Mazars thought leadership and Consulting & Advisory expertise. A recent highlight has been their invitation to our **BQF Gold and Platinum members** to visit the **Mazars Innovation Lab** in central London—a dynamic space where best practice sharing flourished, and meaningful professional connections were made.

Looking ahead, we are excited to explore new opportunities with Forvis Mazars to create more exclusive vital, engaging events for the **BQF community**. Their sponsorship has been instrumental in the success of this year's awards, and we extend our sincere thanks to the **Forvis Mazars Management Consulting team** for their ongoing support.

Here's to another year of collaboration, innovation, and excellence!

"Forvis Mazars has chosen to again sponsor the UK Excellence Awards 2025 to celebrate and promote excellence within UK businesses. As a leading international audit, tax, and advisory firm, Forvis Mazars is committed to helping clients operate with confidence and achieve outstanding results. Sponsoring the UK Excellence Awards aligns perfectly with our mission to support and recognise organisations that demonstrate exceptional performance and innovation. By partnering with BQF, Forvis Mazars aims to highlight the importance of quality and excellence in business practices, fostering a culture of continuous improvement and success."

Alan Frost –
Partner and Head of Management
Consulting at Forvis Mazars

www.forvismazars.com/uk/en

BQF - THE HOME OF UK EXCELLENCE

95 personalised introductions for knowledge sharing in 2024

In 1993, in collaboration with the Government, a group of organisations passionate about excellence created the British Quality Foundation.

Thank you for being here with us tonight as we celebrate The Home of UK Excellence!

BQF - The Home of UK Excellence



CREATING AN EXCELLENT COMMUNITY

DEVELOPING EXCELLENCE PROFESSIONALS



Enabling, Recognising and Celebrating Excellence

40 cross industry mentoring relationships established

RECOGNISING & AWARDING EXCELLENCE



240 people attended one of our 7 face-to-face networking events in 2024

Becoming part of the BQF is about becoming part of a community of people continuously striving for excellence and realising they are not alone in doing it.

A BQF membership applies to your whole organisation, opening up our events programme, mentoring, networking and community to everybody from the CEO to the contact centre operative, giving everybody the chance to be excellent.

Our members received 2350 hours of virtual training in 2024

MEMBER BENEFITS AND LEVELS

	PLATINUM £9k	GOLD £5k	CHARITY/MICRO-BUSINESS £1k	SILVER £3k	BRONZE £700
BQF Brand	• Use of PLATINUM logo on all official documentation • Ability to apply for endorsements of relevant products and services by BQF	• Use of GOLD logo on all official documentation	• Use of GOLD logo on all official documentation	• Use of SILVER logo on all official documentation	• Use of BRONZE logo on all official documentation
Events	• Free access to all virtual and F2F events (excluding UK Excellence Awards)	• Free access to all virtual and F2F events (excluding UK Excellence Awards and conferences)	• Free access to all virtual and F2F events (excluding UK Excellence Awards and conferences)	• Free access to all virtual events	• Free access to all virtual hour-long events
Awards	• Free unlimited entries to all UK Excellence Award categories • Invitation to be a part of a judging panel	• Free entries to 5 Excellence in Awards, free Being Excellent entries	• Free entries to 5 Excellence in Awards, free Being Excellent entries	• Free entries to 3 Excellence in Awards, free Being Excellent entries	• 1 free Excellence in Award, free Being Excellent entries
BQF meetings	• Monthly meetings with a BQF representative	• Monthly meetings with a BQF representative	• Quarterly meetings with a BQF representative	• Quarterly meetings with a BQF representative	• Annual meeting with a BQF representative
Partner products and services Discounts	• 15% • Money off Dell Products & access to IT support desk	• 10% • Money off Dell Products & access to IT support desk	• 10% • Money off Dell Products & access to IT support desk	• 5% • Money off Dell Products & access to IT support desk	• Money off Dell Products & access to IT support desk
Networking	• Access to BQF Introductions • Access to BQF Mentor network	• Access to BQF Introductions • Access to BQF Mentor network	• Access to BQF Introductions • Access to BQF Mentor network		
Certifications	• Access to BQF internal certification licensing • Free re-activation of certifications	• Free re-activation of certifications	• Free re-activation of certifications		
Internal interventions	• 2 annual internal upskilling interventions or licensing	• 1 annual internal upskilling intervention			
Social Impact	• Charity package extended to a charity of your choice for free	• Charity package extended to a charity of your choice at 50% discount			

A LOOK BACK AT THE UK EXCELLENCE AWARDS 2023



WHO IS IN THE ROOM TODAY



Openreach Boomster Consulting Victrex Technology
Tui Business Reimagined Ltd Lumira DX
BT Transport for London (TFL) Total Q
Pragmatic Consultancy Limited Biffa
Capita The Corporation of the Church House Le Antiche Mura
The Science and Technology Facilities Council
ComputaCentre
AlphaPlus Consultancy
Catalyst Consulting
Kesslers London Consortium
Centrica
RAC
Helios Towers
Agile Business
GXO Logistics
Tesco
AGMC
SSE
Newcastle University
Air Ambulance UK
Pladis
Balfour Beatty
Forvis Mazars
Golden Oldies
Nugent
Revolve
Little Fish
OVO Energy
Coopervision
CQI
GRAMM
Smart DCC
Home-Start UK
Travel Counsellors
Sun Chemical
Enigma
Process Management International
Al-Maktoum College of Higher Education
Chevron Traffic Management
Arthur Ellis
Aston Avery
Hypo Hounds
British Heart Foundation
NHS Property Services
Wasu Foundation
Wilcox Limousines
National Express
Currys

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The background is a solid black field. Two horizontal, wavy trails of golden, sparkling particles stretch across the upper and middle portions of the frame. A large, dark grey, semi-transparent geometric shape, resembling a stylized mountain or a large triangle, is positioned in the lower half, partially overlapping the particle trails. The text 'EXCELLENCE IN' is centered horizontally in the upper-middle section, rendered in a bold, white, sans-serif typeface.

EXCELLENCE IN

EXCELLENCE IN COLLABORATION

Working together we are more than the sum of our parts. This award is for teams who have excellent examples of working together with other organisations to achieve amazing outcomes. This could be working with charities, academic institutions, government or industrial suppliers, customers and partners on shared problems and joint projects.



Air Ambulance UK

Achieving the vision of ensuring the best possible chance of survival and patient outcomes for all in need of lifesaving pre-hospital care requires collaboration across the entire air ambulance sector and beyond. Air Ambulances UK actively facilitates this cooperation, recognising that by working together, the sector saves and impacts thousands of lives across the UK.



Balfour Beatty Highways Division

Balfour Beatty has developed and implemented, in collaboration with its supply chain, a tailored "Rhythm of the Business" planning and meeting structure for the construction industry. This approach ensures project success by involving supply partners, relevant SMEs, operations, and engineering teams, along with other key stakeholders, in developing, delivering, and managing programme plans, with a focus on continuous improvement through a collaborative Lean approach.



GRAHAM

The M25 junctions 28 & 25 and M2 junction 5 improvement scheme exemplifies successful collaboration in infrastructure development. Established in 2018, the Regional Delivery Partnership, GRAHAM, Sweco, and Highways England prioritise continuous improvement, adhering to ISO 44001 standards. By focusing on systems, processes, behaviours, and Lean principles, this approach enhances safety, reduces costs, and drives overall improvement, setting a benchmark for future projects.



National Express

Delivering a bus network so reliable that it becomes customers' first choice requires punctuality. However, various factors influence a service's timeliness. Project Clockwork was established to unite individuals across and beyond the business who can contribute to improving the punctuality of West Midlands Buses.



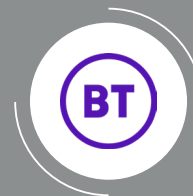
Openreach

Education is the foundation of societal progress, with schools playing a crucial role in that development. When serious structural issues in schools were reported in September 2023, the Department for Education called on Openreach for support. Having previously assisted the Government with Nightingale Hospitals and vaccination centres during the pandemic, Openreach was well-positioned to apply a similar approach to help schools.



Transport for London - Rail for London Infrastructure

The Elizabeth Line opened to passengers over two years ago, with its track infrastructure supporting construction traffic and Class 345s since 2017. Now operating a 24 train-per-hour service, its Track and Switches & Crossings (S&C) require renewal. This highlights the successful collaboration between TfL's Projects and Programme team and London Underground's Track team in developing safe, effective practices to deliver the first re-railing and S&C replacement.



SPONSOR

BT Group are passionate about collaboration – it helps us to drive changes that have a positive impact on the infrastructure and economy in the UK and beyond, as we connect for good. We are proud to sponsor the UK Excellence in Collaboration award and further strengthen our partnership with BQF.

JUDGES

Carol Gilkes,
Egg

Dave Stubberfield,
BT

Jon Manning,
Arthur Ellis MHS

Laila Iftikhar,
BQF Board

Matt Quirk,
Hewlett Packard Enterprise

Tonya Raber,
Forvis Mazars



SPONSOR

At PMI, we're committed to driving excellence through Continuous Improvement, empowering organisations to transform their performance through better processes and more engaged people. We are proud to sponsor the Continuous Improvement Culture in Service Award, furthering our collaboration with BQF to recognise outstanding service excellence and foster a lasting impact across industries.

JUDGES

Andrea Greco,
AGMC

James Peacock,
Currys

Jim Taylor-Rose,
Vinci Construction

Paul Hayward,
CooperVision

Peter Evans,
Independent

Susannah Clarke,
Process Management
International

EXCELLENCE IN CONTINUOUS IMPROVEMENT CULTURE IN SERVICE

This category is for organisations who are embedding a new way of working with Continuous Improvement (CI) at the heart of what they do. The award looks for 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 and, most importantly of all, encourage everyone to get involved in improving the way things work every day. This year the category had so many amazing entries we created two sub categories of Service and Infrastructure.



Durham County Council

Durham County Council are embedding a CI culture within Business Services, focussing on efficiency and staff development. Currently, 61% of its 786 employees are trained in Lean Six Sigma techniques. Key initiatives including streamlined recruitment, standardised meeting administration, and mailroom digitisation have delivered significant savings and efficiency gains. CI integration aligns with council priorities while enhancing workforce skills and processes.



GXO Logistics

GXO, a global logistics company specialising in outsourced supply chains and warehousing, was tasked with reviewing the inbound processes at its South Yorkshire facility. The focus was on three key areas: speed to market, cost reduction, and throughput. The objective was to identify the most significant roadblocks within the inbound operation and implement improvements to enhance efficiency.



Lumira DX

Expanding rapidly during COVID, the organisation evolved from a startup to a high-volume manufacturer before transitioning into a smaller, agile company with a complex, multi-product, multi-site operation. To engage employees, a continuous improvement program was developed, focusing on 12-week projects that emphasise teamwork, engagement, and enjoyment while driving operational efficiency.



Nugent

Nugent, a 143-year-old social care charity in Merseyside, provides a lifelong care pathway from birth to end of life. In 2019, the "Culture of Excellence" quality framework was drafted and embedded while navigating the challenges of COVID-19. This transformational journey has raised social care standards, delivered financial surplus, improved colleague satisfaction, and safeguarded the charity's future.



Tesco

At Tesco, CI combines Lean, Six Sigma, and Change Management to foster a culture of improvement in a structured, sustainable way. This approach empowers colleagues to identify the best ways of working for customers, colleagues, and the business. CI plays a key role in supporting the strategic direction and values by providing a framework to achieve organisational goals and align with core values.



Travel Counsellors

Travel Counsellors, the UK's largest platform for travel entrepreneurs, successfully embedded continuous improvement to enhance support for over 2,000 global travel business owners. By leveraging automation, self-serve tools, and AI-driven sentiment analysis, efficiency was improved, friction in booking processes reduced, and customer satisfaction elevated. Strategic initiatives aligned with core values resulted in increased satisfaction scores, £500k annualised benefits, and scalable, human-centric support, driving sustained growth and stakeholder satisfaction.

EXCELLENCE IN CONTINUOUS IMPROVEMENT CULTURE IN INFRASTRUCTURE

This category is for organisations who are embedding a new way of working with Continuous Improvement (CI) at the heart of what they do. The award looks for 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 and, most importantly of all, encourage everyone to get involved in improving the way things work every day. This year the category had so many amazing entries we created two sub categories of Service and Infrastructure.



SPONSOR

At PMI, we believe in the power of Continuous Improvement to unlock transformative change. By refining processes and fostering engaged teams, we help organisations achieve sustainable success. We are honoured to sponsor the Continuous Improvement Culture in Infrastructure BQF Award, recognising those who are leading the way in driving efficiency, innovation, and impactful progress in infrastructure.

Balfour Beatty

Balfour Beatty Highways Division

In collaboration with their supply chain they have developed a tailored planning and meeting structure (Rhythm of the Business) for the construction industry. This ensures project success by involving key stakeholders and focusing on performance management and continuous improvement through a Lean approach. To enhance this approach further they are supporting the education of their supply chain on CI, equipping them with the knowledge to contribute effectively and fostering a culture of CI.



British Gas

As British Gas embarks on a cultural transformation for over 3,000 Field Services colleagues, a successful CI pilot scheme has provided a clear understanding of the procedures, communications, and technology needed for long-term success. This tailored approach has built confidence and trust among employees, improved engagement, and enabled teams to enhance the service they provide to customers.



GRAHAM

GRAHAM, with a strong innovation track record, recognises the potential for further improvement. The Tiger Team process was developed as a direct response to this opportunity. By creating a dedicated platform for collaborative, out-of-the-box thinking, teams are empowered to identify and address challenges that might otherwise be overlooked.



Helios Towers

Helios Towers' leadership in CI has significantly enhanced operational efficiency, particularly in challenging environments with limited utility availability. In 2024, over 60 Lean Six Sigma projects delivered \$12 million in benefits. By integrating advanced AI, digitalisation, and innovative engineering, the company has achieved notable improvements in key performance indicators, reinforcing its position as a leader in the telecommunications infrastructure sector.



Scottish & Southern Electricity Networks

In 2023/24, SSEN Distribution delivered a behaviour change program, Perform, embedding critical behaviours and fostering a culture of CI. This significant investment in people was implemented through a tailored approach for each manager, supporting them to integrate the Perform framework and drive team improvements. The result has been sustained, strong performance uplifts across the organisation.

JUDGES

Akash Patel,
Forvis Mazars

Andrea Greco,
AGMC

James Peacock,
Currys

Jim Taylor-Rose,
Vinci Construction

Katie Lee-James,
AXA

Paul Hayward,
CooperVision

Peter Evans,
Independent

Susannah Clarke,
Process Management
International



SPONSOR

At Tesco, customers are at the heart of everything we do. Our commitment to being customer-obsessed drives us to constantly innovate, improve experiences, and make everyday shopping simpler, more accessible, and more rewarding. With our iconic slogan, 'Every little helps,' resonating as the nation's favourite, we take pride in championing excellence in customer experience. That's why we are proud to sponsor the Customer Experience Award at the BQF – UK Excellence Awards 2025, celebrating organisations that go above and beyond to delight their customers.

JUDGES

Guy Harris,
Forvis Mazars

Laura McLaren,
Tesco

Matt Pearson,
Octopus Energy

Mike Vernon,
Arval UK

Phil Knowles,
Currys Group

EXCELLENCE IN CUSTOMER EXPERIENCE

Aimed at organisations whose customers are at the heart of what they do. They understand the journeys their customers go on, and how every touch point with the organisation is a moment of truth. They are continuously striving to make things better for their customers by responding to their changing needs, finding ways of delighting them and always staying ahead of the competition.



Arthur Ellis: Mental Health Support

A customer-focused referral system was designed and implemented, allowing children and families to quickly access mental health support. This streamlined process ensures that individuals in need can receive the necessary care within days, improving timely intervention and overall support.



Littlefish

'Service excellence' represents a blend of enhanced user experiences, improved customer satisfaction, and tangible business value. It is the core principle guiding the organisation, shaping interactions and informing the technology that empowers customers' end users. This entry explains how service excellence drives the delivery of outstanding customer experiences across the business.



National Express Group

To operate a bus network that becomes customers' first choice, punctuality is key. However, various factors influence service timeliness. Project Clockwork was established to bring together individuals across and beyond the business who could help improve the punctuality of West Midlands Buses, aiming to enhance service reliability and meet customer expectations.



PanaEpos

As a small business without a dedicated customer experience department, exceptional service is ingrained in daily operations. Deep-rooted traditional values foster a warm, welcoming environment. With a strong focus on building and maintaining lasting relationships, the business proudly continues to work with over 80% of clients from its first year in 2009, demonstrating the lasting impact of its commitment to customer satisfaction.



Travel Counsellors

Travel Counsellors, the UK's largest platform for travel entrepreneurs, successfully embedded continuous improvement to enhance support for over 2,000 global travel business owners. By leveraging automation, self-serve tools, and AI-driven sentiment analysis, efficiency was improved, friction in booking processes reduced, and customer satisfaction elevated. Strategic initiatives aligned with core values led to increased satisfaction scores, £500k in annualised benefits, and scalable, highly personal, human-centric support, driving sustained growth and stakeholder satisfaction.

EXCELLENCE IN EMPLOYEE HEALTH AND WELLBEING

Is employee health & wellbeing a big priority for your organisation? Have you embraced wellbeing into your overall strategy. Are you able to demonstrate that this is embedded in everything you do? Have you created a culture where everyone is encouraged to take personal accountability for their own health & wellbeing as well as the health & wellbeing of others? Can you show how you are learning from how health and wellbeing impacts your business and the proactive and pre-emptive approach or action you are taking to tackle some of the most important issues?



SPONSOR

Wellbeing and mental health within organisations are more than putting out a fruit bowl, it is about fostering a culture that enables community to thrive. Wellbeing of colleagues drives how organisations perform, communities connect, and people live. We are proud to have the opportunity to help showcase how these organisations are going above and beyond to drive Employee Health and Wellbeing and it's fantastic that the BQF are bringing this important aspect of business excellence to the fore. Well done to all those who applied, were shortlisted and the finalists. Everyone who drives employee health and wellbeing wins!

JUDGES

Armando Pigozzi,
Forvis Mazars

Jon Manning,
Arthur Ellis

Laura Pearce,
Boomster Consulting

Melinda Johnson,
BQF Board

Rachel Mound,
Openreach

Tim Sismey,
National Express Group



Enigma Security Solutions & Business Reimagined

Enigma Security Solutions collaborated with Business Reimagined to offer a Peak Performance and Wellbeing Programme to managers and a security team. The programme helped participants understand and leverage their peak performance, minimise mental barriers, and achieve positive outcomes. Through group and 1-1 coaching, participants explored their inner world and learned key fundamentals, leading to improved mental health, wellbeing, and progress on key organisational projects.



GXO Logistics

As the largest employer in South Yorkshire, GXO Barnsley understands the importance of positively impacting the local community. The company works closely with schools, charities, and community projects, encouraging colleagues to actively engage in Making a Difference. With around 80% of employees living within a 10-mile radius, the Health & Wellbeing Strategy aligns with both site goals and the Barnsley Borough Health & Wellbeing Strategy.



Home-Start UK

Home-Start UK places colleague wellbeing at the heart of its ethos. As a family support charity, the organisation believes that supporting its team is crucial. The initiative encourages all colleagues to engage, contribute ideas, and bring their whole selves to work, fostering a supportive and flexible environment. This ensures colleagues feel valued and supported in their roles.



Le Antiche Mura

What is the true meaning of "inclusion," and why does it matter? For this project, the goal was not to change as many lives as possible, but to make the biggest difference in one life by giving her the means to lift her head. This is the story of how looking beyond the surface and providing opportunities can create positive change. This is the story of Bijou.



Smiths

For those working alone, providing world-class support for safety and communication is essential. A lone working solution was implemented across teams to ensure safety, with positive feedback from users. The app's simplicity has been praised, highlighting its effectiveness in meeting the needs of those working independently.



Tesco

The project, Enhancing the End-to-End Employee Experience, focuses on supporting Tesco employees by improving their daily work experience. It provides better access to data and company policies while aiding early resolution of complaints and concerns. This transformation was made possible through efforts to improve end-to-end processes and tools, with a strong focus on employee feedback and data.



SPONSOR

The Al-Maktoum College of Higher Education sponsored the Excellence in Equality, Diversity, and Inclusion Award by the British Quality Foundation for the third year to demonstrate its ongoing commitment to fostering an inclusive and diverse environment. The college's sponsorship reflects its dedication to promoting equality and diversity within its own institution and the broader community. By supporting this award for the third consecutive year, the college reaffirms its sustained efforts to champion these important values and recognise organisations that share in this commitment. We value and support BQF in its pursuit to excellence and we are delighted to continue our relationship.

JUDGES

Dr Alaa Garad,
Al-Maktoum College
of Higher Education

Michelle Sequeira,
Included

Michelle Yang Osorio,
Independent

Sarah Jane Bacchus,
Independent

Tonya Raber,
Forvis Mazars

Vincent Pericard,
Independent

EXCELLENCE IN EQUALITY, DIVERSITY AND INCLUSION

For organisations who are passionate about creating a culture which embraces and promotes equality, diversity and inclusion. This award is for teams who are taking Equality, Diversity and Inclusion beyond motivational speeches and mandatory training and really involving the organisation at every level to create a sense of belonging for everyone.



BT Group

BT's submission encompasses three areas: Voice Services answer millions of 999 calls and want a business reflective of communities they serve, empowering team members to be themselves; Networks, drove partnerships, support, and mentoring through the Cajigo Programme and collaborated with White Ribbon to prevent harm whilst creating safe, trusted spaces; Gender Equality Network fosters a safe, inclusive environment where colleagues physically connect on key topics, building a sense of community.



Chevron, part of Ramudden

Chevron Traffic Management (CTM) offers a fresh start to ex-offenders, referred to as "Returning Citizens," through a unique recruitment and training program. By providing training in select prisons before release, CTM ensures individuals are work-ready and highly sought-after in the traffic management industry. The program benefits Chevron TM, the community, the Prison Service, Returning Citizens, their families, and the broader construction sector.



GXO Logistics

Championing Women in Logistics, the Female Development Programme (FDP) was created to enhance internal talent processes and support women into management and leadership roles. This practical solution provided women the opportunity to learn new skills, observe role models, and build supportive networks through the CILT (Chartered Institute of Logistics and Transport) accredited programme.



Le Antiche Mura

The project supports Bijoux, a Congolese woman and mother of three, who faced domestic violence and unemployment. The company provided her with a stable job, assisted in finding housing, and helped her become independent. Through mentorship, transportation assistance, and community support, Bijoux transformed her life. This initiative demonstrates the company's commitment to promoting equality, diversity, and inclusion by making a significant difference, one person at a time.



NSPCC

At the NSPCC, embedding EDI into every aspect of operations is represented through the 'Diversity Triangle.' The organisation recognises that to effectively integrate EDI, equal attention must be given to each goal within the triangle, ensuring the creation of conditions where all individuals can thrive and feel a sense of belonging at the NSPCC.



Openreach

Connect with Respect is Openreach's transformative inclusion programme, driving cultural change across Fibre & Network Delivery. Through strategic implementation, senior leadership support, and continuous learning, the programme has enhanced psychological safety, increased engagement, and fostered innovation. The programme became the gold standard to deliver across pan-Openreach and integration into people networks. With measurable improvements in inclusion scores and positive feedback, Connect with Respect underscores the commitment to cultivating an inclusive, high-performance workplace culture.



OVO

Happy. Respected. Supported. These are the feelings OVO strives for everyone to experience, regardless of their thoughts, who they love, their beliefs, age, physical abilities, or gender identity. The company is determined to make OVO a place where all individuals feel they belong. This commitment goes beyond doing the right thing; a more diverse, inclusive team leads to a better, happier workplace.

EXCELLENCE IN INNOVATION

For organisations who are continually pushing to find new ways of doing things, new ways of reaching their customers and creating a culture where trying new things is rewarded. They have a culture where teams are allowed to test their ideas and learn from failure to create great outcomes. They work with, and nurture, other organisations who help them innovate.



Arthur Ellis: Mental Health Support

An annual Wellbeing Festival was established for the City, offering free activities and food for all. The event brings together over 20 local organisations and 2,000 people, fostering a sense of community and promoting wellbeing.



British Heart Foundation

Recognising the growing impact of AI disruption, the British Heart Foundation has accelerated its exploration of AI technologies over the past year. BHF Technology is strategically creating a safe learning environment for employees to explore AI and learn through hands-on experience. This proactive approach ensures the BHF identifies, develops, and shares innovative AI opportunities within the charity sector.



GRAHAM

We believe in continuous improvement. That's why we created the Tiger Team process – a platform for collaborative, out-of-the-box thinking. By empowering our teams to identify and solve challenges others might miss, we've driven measurable results, increased productivity, reduced risks, lowered emissions, and delivered significant cost savings on projects.



Helios Towers

Helios Towers has recently launched an in-house project to digitalise and innovate its business processes. Through automation, the company has significantly reduced the time required to produce foundation drawings for tower structures. Additionally, substantial cost and carbon savings have been achieved by optimising foundation designs, while novel strengthening solutions for tower structures have replaced costly, carbon-intensive tower replacements.



Kesslers London

Ecoform mannequins significantly reduce the environmental impact of retail displays. Unlike the 98% of fiberglass mannequins, which are harmful, non-recyclable, and non-biodegradable, Ecoform offers a genuine alternative. With a carbon footprint 80% lower than traditional mannequins, it is recyclable, biodegradable, cost-neutral, and made in the UK. Each year, 10 million mannequins end up in landfills, making Ecoform a sustainable solution for the industry.



Openreach

The successful implementation of the unified QA model across desk teams has driven continuous improvement and exceptional customer service. Key achievements include:

- **Customer-Centric Approach:** Placing customers at the heart of QA processes.
- **Data-Driven Enhancements:** Leveraging data to improve outcomes and refine processes.
- **Dynamic Sampling:** Optimising performance through predictive sampling.
- **Customised Reports:** Tailored reports for coaching and focused improvements.

smiths

SPONSOR

As Pioneers of progress looking to improve our world through smarter engineering, Innovation is of course central to our purpose - it is how we make a positive impact in this world. We look to interweave innovation into our DNA with one of our Smiths behaviours for all our colleagues around the world being 'Innovates for Impact'. We're delighted to be involved with this award and support innovation from every area of excellence.

JUDGES

Cilia Kanellopoulos,
Forvis Mazars

Ed Boyns,
Capita

Gary Kildare,
BQF Board

Jo Martin,
GXO Logistics

John Sills,
The Foundation

Sarah Jane Bacchus,
Independent

Yogesh Patel,
Vinci Construction
Management Ltd



SPONSOR

Catalyst celebrates its 30th birthday in 2025 and has been a BQF member and partner right from the start. We have developed a very strong affinity with everything that the BQF stands for in the pursuit of quality and we recognise the transformative impact of Lean Six Sigma. By sponsoring this award, we aim to inspire excellence in its application, empowering individuals, and organisations to achieve outstanding results.

JUDGES

Adele Cihlar,
Freedom Fibre

Ceri Williams,
Independent

Gwakisa Stadi,
Helios Towers

Moore Allison,
Catalyst Consulting

Richard Seddon,
Process Management
International

Zoe Hawkes,
CompuCenta

EXCELLENCE IN LEAN SIX SIGMA

This category rewards great Lean Six Sigma (LSS) projects. It looks for projects that have a great storyboard which talk through the logical path they followed through the DMAIC framework and the excellent results they've achieved.

Teams are also able to show how they engaged stakeholders and implemented change whilst applying rigorous statistical analysis to solve a problem.



British Heart Foundation

Over the past 2.5 years, British Heart Foundation's LSS-trained CI team has enhanced support for the Medical Directorate. Teams delivering the free CPR training tool 'RevivR' and the community defibrillator database 'The Circuit' have applied LSS methodology, leading to improved outcomes for BHF colleagues and customers, ultimately supporting the charity's lifesaving efforts to increase survival rates from out-of-hospital cardiac arrests.



Diageo

This green belt project aimed to resolve the ongoing issue of overfilling Crown Royal Whisky bottles in Amherstburg, Ontario, Canada. Using the DMAIC process, the team leveraged data-driven decisions to improve the process, resulting in outstanding outcomes and saving over \$420,000 annually.



Smiths

Louise Brazier led an exemplary LSS project that impacted all Smiths Detection Europe sites, resulting in significant findings and savings exceeding £2M. She and her team demonstrated ownership and integrity throughout the Define to Control phases, with the project's outcomes continuing to evolve and deliver results this year.



Sun Chemical

The project focused on helping the customer reduce downtime in their press hall caused by colour issues with printing presses. Stakeholders, a charter, and KPIs were agreed upon and signed off. This initiative demonstrates the company's move toward fostering a partnership relationship with key customers.



The Science and Technology Facilities Council (STFC)

A company-wide LSS project led by the logistics team has transformed how temporary imports and exports to the European Union are processed post-Brexit. The improvements enable faster responses to import/export information requests, allowing STFC to better utilise VAT and duty reduction processes. The new process is easier for both staff and stakeholders to use and engage with.

EXCELLENCE IN PEOPLE ENGAGEMENT AND DEVELOPMENT

For organisations which put people and their level of motivation and engagement at the very heart of their work, in deed as well as word. They invest in and support their people at all levels of the organisation to be the best they can be. The organisation also helps their people to bring out the best in others by creating an environment where employees are encouraged to fully utilise their passions and talents to achieve excellent tangible outcomes.



AlphaPlus Consultancy Ltd

Staff motivation and engagement are central to AlphaPlus' core value of "Learning Together." The company invested in staff development through UG and PG degrees, conferences, and bi-annual workshops to upskill employees. This created an environment with 98% job satisfaction, where staff deliver high-quality work, delighting clients and contributing to the company's growth from £4.5M with 5 people (2016) to £8M with 65 people (2024).



Centrica

The 2024 Aspire career development programme has had a transformational impact on 147 Centrica colleagues aiming for bigger, more complex roles. As the energy sector evolves and Centrica leads in delivering net zero, this ambitious programme plays a pivotal role in developing future leaders, requiring brave leadership, focus, and determination to drive innovation and success.



Ever-So-Lean

The Ever-So-Lean Podcast, with a colossal reach of 20k downloads across 110 countries, inspires leaders and practitioners in continuous improvement and leadership. Featuring 50 episodes and 40 top industry experts, it offers over 2,100 hours of transformative content on leadership, management, and personal growth. With nearly 7k engaged followers, it was nominated for People's Choice and Best Business Podcast (2023) and Best Host (2024). Sponsors include GEMBADOCS and Toyota Kata Online.



GXO Logistics

The Female Development Programme (FDP), championing women in logistics, was designed to enhance internal talent processes and support women into management and leadership roles. By creating a practical solution, it provided women with opportunities to learn new skills, observe role models, and build supportive networks through this Chartered Institute of Logistics and Transport (CILT) accredited programme.



Openreach

They have designed and delivered their flagship, Institute of Customer Service (ICS) accredited trilogy of personal development courses, 'Every Contact Counts'. The trilogy supports individuals throughout their career development, guiding them at various stages of managing both transactional and strategic relationships with internal and external customers. In essence, they develop their people to ensure every contact counts.



Smart DCC

Smart DCC's culture transformation is key to its success as a licensed monopoly within the UK's energy infrastructure. After a 2022 culture audit, they co-created values to empower their 750-strong workforce, which has grown from 10 in just over a decade. Initiatives such as the YourVoice Survey, Inclusion Roadmap, and Engagement Champion Network drive improvements in engagement, satisfaction, and performance, supporting the UK's net-zero goals.



SPONSOR

Currys is thrilled to once again sponsor the 'Excellence in People Engagement and Development Award' in 2025. This prestigious award is dedicated to celebrating the exceptional achievements of individuals and teams who excel in employee engagement and development within the workplace. We are honoured to be able to recognise the efforts of those who create a positive and supportive work environment, as well as those who implement initiatives aimed at enhancing the professional growth and well-being of employees.

JUDGES

Alan Williams,
BQF Board

Angelika Arzumanian,
Forvis Mazars

Chloe Richardson,
Currys Group

Jayne Bratton,
The Bratton Group

Paul Roach,
Independent



SPONSOR

We are thrilled to sponsor the 'Excellence in Project Delivery in Infrastructure' at the BQF UK Excellence Awards 2025. As experts in process optimisation, our commitment to continuous improvement aligns perfectly with celebrating excellence in this sector. BQF has long provided a valuable chance through this event, promoting challenges among top professionals across various industries, and this dialogue offers insights and opportunities for improvement for all participants. Being a sponsor of this prestigious event at Wembley Stadium, with the attendance of HRH is a thrilling honor.

JUDGES

Alan Williams,
BQF Board

Alex Boyce,
Centrica

David Marrison,
Boomster Consulting

Divya Shridhar,
Resolve Consulting

Jenna Sneddon,
Centrica

Kieran Higgins,
Forvis Mazars

EXCELLENCE IN PROJECT DELIVERY IN INFRASTRUCTURE

This category recognises excellent projects large or small. We don't mind what method or approach you have used, what we want to see is a structured way of working, some great stakeholder management, brilliant teamwork and, of course, excellent outcomes. Due to the popularity of this award, it was subdivided into two categories: Infrastructure and Service.



Currys

The lease on their South Dublin distribution centre, which handles approximately 102,000 customer home deliveries annually, was due for renewal in November 2023, posing a risk to Black Friday and Christmas peak trading operations. In response to a costly landlord renewal offer, they explored alternative premises that met their requirements for volume, cost, and colleague welfare.



GRAHAM

The M25 junctions 28 & 25 and M2 junction 5 improvement scheme highlights a collaborative success in infrastructure development. Established in 2018, the Regional Delivery Partnership, GRAHAM, Sweco, and Highways England focused on continuous improvement, adhering to ISO44001 standards and Lean principles. This approach led to enhanced safety, cost savings, and overall improvements, making the project a model for future infrastructure endeavors.



GXO Logistics

GXO, a global logistics company managing outsourced supply chains and warehousing, identified the need to collaborate with clients to boost site capacity and reduce operating costs while expanding product offerings. This project successfully increased capacity by over 20% and delivered significant efficiency benefits, supporting GXO's strategic goals and future growth plans.



Helios Towers

In 2023, Helios Towers Ghana (HTG) invested \$4M to deploy solar technology across 400+ operational sites, reducing reliance on diesel and fossil fuels while improving the carbon footprint. Innovation in solar panels increased efficiency and power production, enabling broader deployment. By embracing the One Team One Business ethos, HTG leverages its success in Ghana to inspire global renewable projects, committing to a sustainable, cleaner future.



Openreach

Openreach, on behalf of The Maritime & Coastal Agency (MCA) and Telnet, delivered a multi-million-pound fibre cable programme to connect 159 remote coastguard communication sites across the UK. A total of 254 primary and secondary fibre circuits were installed, significantly upgrading the MCA's emergency service communications capabilities with a resilient, full-fibre network.



Transport for London - Rail for London Infrastructure

Rail for London Infrastructure (RfLI) manages the operation, maintenance and upgrades of London's Elizabeth Line. This submission highlights the Projects and Programme Integration (P&PI) team, responsible for upgrading the railway, particularly their work on the final major signalling system upgrade, successfully commissioned into passenger service in June 2024.

EXCELLENCE IN PROJECT DELIVERY IN SERVICE

This category recognises excellent projects large or small. We don't mind what method or approach you have used, what we want to see is a structured way of working, some great stakeholder management, brilliant teamwork and, of course, excellent outcomes. Due to the popularity of this award, it was subdivided into two categories: Infrastructure and Service.



Arthur Ellis: Mental Health Support

An annual Wellbeing Festival was established for the city, offering free activities, food, and resources for everyone. The event brought together over 20 local organisations and attracted more than 2,000 people, fostering community engagement and promoting health and wellbeing.



BT

BT Voice Services is the first calming voice heard when someone dials 999, answering critical calls 24/7 from the UK public seeking emergency services. The team also provides Directory Enquiries and Relay UK services for vulnerable callers. A comprehensive review of attendance patterns was conducted to meet evolving business needs, improve inclusivity, and ensure better structure and work-life balance for the team.



Currys

Updates to the Returns Decision Engine have improved returns compliance and product routing. Up to 1,000 Customer Management Centre colleagues now use this tool daily to determine the next steps for faulty products—refund, exchange, or repair. Some updates had been on the Returns Change Agenda for over eight years but faced delays due to costs and priorities. The annual benefit is £200k.



National Express

In the aftermath of Brexit and COVID, the transport and logistics industries faced a nationwide driver shortage. For National Express customers, this led to disrupted services and frustration, while employees experienced stress and overtime. For the Business Excellence team, it meant a busy year focused on driving continuous improvement to address the significant driver vacancy gap.



Newcastle University

The Service First programme, launched in November 2022, was created to tackle significant service failings in end-user IT support at Newcastle University. Following a major reorganisation, a backlog of service requests and high stakeholder dissatisfaction emerged. A project team was formed to identify root causes, resolve performance issues, and restore customer confidence. Service First has successfully met all objectives, delivering significant improvements.



Tesco

The "Enhancing the End-to-End Employee Experience" project focuses on improving TESCO employees' everyday work experiences by offering better access to data, policies, and quicker resolutions for complaints and concerns. This transformation was achieved through efforts to enhance end-to-end processes and tools, with a strong emphasis on employee feedback and data-driven insights.



SPONSOR

At Pladis, our mission is to bring happiness with every bite, a goal we can only achieve through outstanding collaborative teamwork. We are incredibly proud to sponsor the Excellence in Project Delivery in Service award, honouring the remarkable contributions of the nominated individuals and teams, and enhancing our partnership with BQF.

JUDGES

Alan Williams,
BQF Board

Alex Boyce,
Centrica

David Callahan,
Independent

David Marrison,
Boomster Consulting

Divya Shridhar,
Resolve Consulting

Jenna Sneddon,
Centrica

Kieran Higgins,
Forvis Mazars

Sian Iles,
Centrica



SPONSOR

Pragmatic Consultancy are extremely proud to be sponsoring the UK Excellence Award in Sustainability for the second year. We are excited to see who steps forward into driving sustainability innovation for 2025 and beyond.

JUDGES

Bryony Roberts,
Pragmatic Consultancy

Dougal Driver,
Grown in Britain

Jeremy Brackpool,
Elsevier

Kerri Nadel,
DPD

Martin Spackman,
Independent

Paul Hunt,
Independent

Ricardo Romero,
Portsmouth Business School

EXCELLENCE IN SUSTAINABILITY

Are you looking to reward companies who are serious about the future of our world, with consideration for not just natural resources, but social and economic reserves too. If you have made changes to your people, process, systems or products in order to create a culture of sustainability by involving and engaging everyone this is the award for you.



Chevron Traffic Management

In collaboration with National Highways and Highway Resource Solutions, Chevron introduced the Intellitag® digital system on the A1 in the East region of England. This initiative aimed to deliver a carbon-efficient solution while enhancing workforce and road user safety. Intellitag®, developed by Highway Resource Solutions, was implemented to eliminate the need for maintenance checks on temporary traffic management equipment.



Currys

The function aims to reduce spares spend by exploring refurbishment opportunities that support Currys' business strategy. With a focus on sustainability, the team takes pride in being a leading tech repairer and recycler in all markets. Through strong teamwork and collaboration, insights from this project contribute to future initiatives that delight customers, colleagues, and shareholders.



Kesslers London

Ecoform mannequins significantly reduce the environmental impact of retail displays. Currently, 98% of mannequins are made of fiberglass, a harmful material that cannot be recycled or biodegrade, with 10 million mannequins going to landfill each year. Ecoform provides a genuine alternative, with a carbon footprint 80% lower than fiberglass mannequins. Recyclable, biodegradable, and cost-neutral, they are proudly made in the UK.



Octopus Energy

Octopus Energy showcases its revolutionary Zero Bills initiative, which guarantees qualifying households no energy bills for 5-10 years. Setting the standard for zero-emission, bill-free living, Octopus partners with housing providers and developers to transform living standards - from affordable and social rent to private ownership. With an ambitious target to deliver 100,000 Zero Bills homes by 2030, Octopus has launched schemes in Germany and New Zealand, following rapid UK uptake.



The Corporation of the Church House

The charity manages a 7-storey grade II listed building in Westminster, with a goal of achieving net zero by 2030. The transformation involved refurbishing five floors of office space using sustainable materials, adding new entrances, a wellbeing room, a faith room, and inclusive facilities. The refurbishment and the building itself now meet net zero standards, creating a space that is both sustainable and deeply rooted in the community.



Worcester Bosch

At Worcester Bosch, sustainability is a core pillar of their long-term business strategy. By engaging everyone, from factory operatives to senior managers and customers, they are transforming processes, products, and people to achieve sustainability goals. This collective effort fosters a culture of sustainability among employees and stakeholders, addressing critical issues and working towards a better tomorrow for all.



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. So we are pleased to be part of celebrating those nominated for this award.

JUDGES

Nigel Richardson,
Adapt & Exceed

Peter Evans,
Independent

Dr Rozana Huq,
RHM Leadership

Scott Rolph,
BT

Sophie Wilkinson,
Transport for London

BEING EXCELLENT: PRACTITIONER

Do you work with somebody who goes above and beyond, delivering value with everything they do and consistently exceeding expectations? We are looking for individuals who are constantly improving the way they and others work and who are happy to challenge the status quo. Give them recognition with a nomination for this award.



GTXO

Jo Martin, GTXO Logistics

Jo Martin is nominated for this award in recognition of her consistent drive to excel in every aspect of her work. Jo exemplifies excellence by consistently delivering high-quality results, raising the bar for those around her, encouraging new ways of thinking, and continually pushing her team to reach new heights.



British Gas

Laura Casey, British Gas

Laura is a natural project manager, adapting quickly to deliver change and effectively communicating its impact and importance. She was promoted to principal project manager after just one year and has embraced the role. Laura now manages junior project managers, sharing best practices and knowledge to help develop them into strong project managers.



British Heart Foundation

Nadège Perrier, British Heart Foundation

Nadège has been the Continuous Improvement Manager for the retail directorate for over 4.5 years, leading impactful CI initiatives. She engages with retail leadership to deliver strategically important projects. A Lean Six Sigma Business Black Belt, Nadège is currently working on a project identifying 100 potential online retail improvements. She is recognised for her exceptional analytical skills, problem-solving abilities, and innovative approaches to complex challenges.



currys

Rebecca Bowes, Currys

Rebecca Bowes, a manager within Currys Customer Repair Centre, is being nominated for the Being Excellent Practitioner Award. Among her recent achievements, she has implemented Continuous Improvement and Lean practices within her team, reducing costs and boosting profits for Currys. She has also fostered team engagement and development while progressing her own career.



openreach

Wayne Roberts, Openreach

Wayne Roberts is being nominated for his outstanding contribution to championing Lean and Continuous Improvement (CI) at Openreach. Through his dedication, Wayne has successfully coached, supported, and mentored multiple colleagues, empowering them to embrace CI practices and achieve operational excellence.

BEING EXCELLENT: EMERGING LEADER

In this category we are looking for individuals who are making an impact in an early leadership role. Nominate the leaders who are inspiring you with their leadership style, their ability to coach and bring on their team, and their ability to get everybody working in the same direction. We want leaders who are able to achieve results through their people and the great supporting processes they put in place.



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 Excellent, Emerging Leader award and to play an active role in the BQF community.

JUDGES

Adam Wolfe,
Spring Solutions

Christian Fell,
Forvis Mazars

Katie Ballantyne,
Greenwich Business School

Kay Tear,
Business Reimagined

Matt Sims,
Ever-So-Lean

Melinda Johnson,
BQF Board

currys

Alan Shafto, Currys

Alan Shafto, Programme Manager at Currys PLC, has been nominated for Emerging Leader after stepping into the role of Programme Manager. Alan consistently leads his team through a challenging project delivery environment. He serves as a role model, driving engagement, unlocking his team's full potential, and delivering exceptional value for customers, colleagues, and shareholders. His contributions are truly deserving of recognition.

BT

Dave Stubberfield, BT

Dave Stubberfield, Continuous Improvement Lead for Mobile in Networks at BT Group, is driven by a passion for excellence and transformation. His leadership has delivered significant benefits across the organisation, enabling over £12m in savings by implementing and embedding Continuous Improvement practices in various teams throughout the company.



Kirsten Penton, Victrex PLC

Victrex is proud that Kirsten is the first employee to achieve the highest level of Lean Six Sigma – 'Master Black Belt.' Her continuous pursuit of excellence drives improvements across all aspects of Victrex. Reaching Master Black Belt is a significant achievement, strengthening the central CI team's ability to train and guide the community to deliver even greater benefits in the years ahead.



British Heart Foundation

Pepper Clayton-Fisher, British Heart Foundation

Pepper, a respected leader in the charity sector, champions fairness and compassion. At the British Heart Foundation, she leads the Continuous Improvement team to save the organisation money, enhancing investment in heart and circulatory disease research. With expertise in Lean Six Sigma, change management, and team leadership, she has driven efficiencies and remains committed to personal growth, making her a deserving award winner.

currys

Phil Shaw, Currys

Phil has been an exceptional mentor, role model, and coach since joining the team. His unwavering commitment to his role, projects, and improving the company has been evident and does not go unnoticed by his peers. Throughout numerous projects, Phil has provided continuous support and has grown into an inspiring and engaging leader, demonstrating exceptional leadership qualities.

RAC

Rachel Webb, RAC

This entry is for Rachel Webb, who has successfully progressed through the ranks and is now embarking on her journey as a senior team member. A highly versatile individual, Rachel has taken on a wide range of responsibilities and is demonstrating exactly why she was promoted to her new position.



Vedrana Dancerelle, The Corporation of the Church House

Vedrana is the Head of Operations at the multi-award-winning conference centre within Church House Westminster. Promoted from within, she has excelled in this challenging role, earning admiration from her team and colleagues. She successfully managed high-profile events, including the Queen's funeral and King Charles' Coronation. The conference centre continues to thrive under her exceptional leadership and guidance.

BEING EXCELLENT: ESTABLISHED LEADER

This category recognises excellent leaders who have proven themselves in a range of senior leadership positions and who have consistently gained recognition and positive feedback for the way they manage their people, put in place sustainable processes and achieve excellent results.

SPONSOR

Biffa is proud to sponsor the Established Leader Category at the UK Excellence Awards 2025. As a business of over 11,000 people, we recognise the importance of every team and individual in an organisation realising their potential. We know that leaders play a central role in making this happen by empowering colleagues to develop their skills, fostering high performance, and inspiring them to achieve their goals.



Daryl Brown MBE DL, Magpas Air Ambulance

Daryl Brown MBE's drive to exceed expectations and his ambitious vision have propelled Magpas Air Ambulance to new heights year on year. Described as positive, humble, passionate, and dedicated, Daryl is a natural leader and brilliant communicator. His empathy and leadership continue to pave the way for both his colleagues and the organisation, guiding them to continued success.



Gwakisa Stadi, Helios Towers

Gwakisa Stadi, Managing Director of Helios Towers Tanzania and Regional CEO for East Africa, has driven transformative growth, reaching key financial milestones and expanding to 4,156 sites. His leadership has significantly impacted Tanzania by improving connectivity and empowering communities with access to education, healthcare, and economic opportunities. Known for his integrity, mentorship, and operational excellence, Gwakisa's leadership is recognised both locally and globally.



Jayne Price, The Science and Technology Facilities Council

Jayne Price leads the Continuous Improvement programme across the Science and Technology Facilities Council, and is driving the transformation of one of its largest departments. She upskills, inspires, supports, and mentors staff across the 3,000+ strong organisation, helping them reach their full potential. Her efforts enable local and organisation-wide improvements, making the Science and Technology Facilities Council more efficient and a better place to work.



Lara Coady, Helios Towers

Lara Coady, Director of Operations and Engineering at Helios Towers, has led transformative initiatives, including the establishment of the PMO and Performance Engineering functions. Her leadership in innovation, stakeholder engagement, and team development has greatly improved operational efficiency and driven company growth. Lara's strategic vision and commitment to excellence make her a deserving candidate for this award.

JUDGES

Amanda Vine,
Amanda Vine Consultancy

Carla Thomas,
Openreach

Helen Parker,
Forvis Mazars

Nicola Harris,
TUI

Paul Dobie,
Warwick University

Peter Evans,
Independent



Matt Lees, Pladis

This award submission highlights the planning, development, and delivery of a complex Supply Chain Transformation Programme for the pladis UK&I region. It focuses on the preparatory work based on Change Management principles delivered by Boomster Consulting, followed by a thorough assessment of the programme's execution and impact.



Scott Rolph, BT

Scott recently celebrated a 25-year milestone in a prominent FTSE 100 company, demonstrating his adaptable mindset and dedication to driving significant organisational change. With experience across all BT business units, he champions continuous learning to optimize solutions. As a mentor, Scott supports ethnic minorities and women in tech, and his STEM Ambassadorship inspires youth to explore future career paths. Most recently, inspired by his 25yr marker, he has taken a change of career path by moving into healthcare with Psychiatry UK where his focus is on transforming patient experience.



Suraj Naik, Capita PLC

Suraj consistently delivers high-quality results and earns respect from the teams he leads. His unwavering dedication and the energy he invests in his people solidify his reputation as an established leader. His charity work further reflects his motivation and drive to succeed—showing that he truly cares.

BEING EXCELLENT: BEST TEAM

Behind every great leader there is an even greater team. This award is about recognising excellent teams who are more than the sum of their parts. We are looking for teams who recognise each other's strengths and learn from each other, who have great ways of working, support each other, get work done and create a great experience for their customers.



Air Ambulances UK: Air Ambulances UK Team

Air Ambulances UK consists of a small, diverse team with a range of expertise, all working together to achieve remarkable results. Collaboration and hard work are at the core of their success, enabling the organisation to continue growing and supporting air ambulance charities in saving more lives across the UK.



British Gas Services: Strategic Change Team

The Strategic Change Team has shown exceptional leadership and innovation, driving transformation through initiatives that greatly enhanced the organisation's efficiency and adaptability. By fostering a culture of continuous improvement and resilience, their collaborative efforts and strategic vision have surpassed goals. The team's dedication and outstanding performance make them ideal candidates for the Best Team Award.



British Heart Foundation: Retail Volunteering Team

This national team supports BHF's entire retail estate by implementing the Volunteering Strategy to meet retail business needs. Seven Retail Volunteer Managers assist 680 BHF shops and stores across the UK, alongside three central managers and a leadership role. Together, they recruit, engage, upskill, and retain volunteers while generating income to fund lifesaving research.



Chevron Traffic Management Limited: ESG Team

The Chevron ESG team manages a broad and complex agenda covering sustainability, governance, and health and safety. Operating in the highways construction sector, specifically providing traffic management on the strategic road network, the team is committed to value creation and leaving a lasting legacy. Dedicated to excellence, they don't just focus on ESG—they live it!



National Express: Communications Team

The National Express Communications team has been on an excellence journey for the past 18 months, showing the fastest progress through the NX CI Maturity scale to date.



OVO: Optimised Self-Serve Journeys Scrum Team

OVO's Optimised Self-Serve Journeys team excels through teamwork and values diverse perspectives to meet customer needs. They focus on continuous improvement by collaborating, coaching, and managing processes effectively. By aligning their efforts to understand customer needs and process performance, and leveraging individual strengths, they consistently achieve exceptional results.



RAC: Sales Operations Team

The RAC has been supporting motorists for over 125 years, providing peace of mind to more than 13.6 million UK personal and business members, from breakdown assistance to insurance. Excellence and service are central to how the RAC operates. They are proud to share the transformation journey they've undergone over the past year.



SPONSOR

At Boomster we love unleashing the full potential of teams by enabling them to identify ways to pool their collective talents and build the capability and confidence to be the very best they can be. Sponsoring this award had Boomster written all over it and we jumped at the chance!

JUDGES

Armando Pigozzi,
Forvis Mazars

Danny Wood,
Currys Group

Kirsten Penton,
Victrex

Laura Pearce,
Boomster Consulting

Melissa Wright,
Catalyst Consulting

Patrick Nolan,
BQF Board

The background is a solid black field. Two horizontal, wavy trails of golden, sparkling particles are positioned in the upper and lower halves of the image. A large, semi-transparent grey geometric shape, resembling a stylized mountain or a large triangle, is centered in the middle. The text 'TRANSFORMATION EXCELLENCE' is printed in a bold, white, sans-serif font, centered horizontally and partially overlaid by the grey shape.

TRANSFORMATION EXCELLENCE

TRANSFORMATION EXCELLENCE

Whether your transformation is cultural, digital or process, this award is for people truly revolutionising their business.



SPONSOR

Sponsoring the 2025 headline award at Wembley Stadium is a significant milestone for us, highlighting our own increasingly expansive and holistic approach to transformation excellence. Our work ranges from incremental improvements to radical shifts, across diverse fields such as Business Agility, Digital Innovation, Automation, Organisational Design, Design Thinking, and Lean Culture-driven change. We are dedicated to the full spectrum of innovation and process excellence—we are therefore thrilled to celebrate and inspire the next wave of exceptional talent driving transformative change and setting new benchmarks across every sector.

JUDGES

Armando Pigozzi,
Forvis Mazars

Jade Wilcox,
Wilcox Limousines

James Dwan,
Catalyst Consulting

Shahzad Saleem,
Alvarez & Marsal

Stan James,
Sicame

Tony Tielen,
Independent

Balfour Beatty

Balfour Beatty Highways Division

Balfour Beatty, in collaboration with their supply chain, has developed a transformational business planning structure for the construction industry (Rhythm of the Business). This approach ensures project success by involving key stakeholders and focusing on continuous improvement through a collaborative lean approach. Internally, Balfour Beatty has streamlined processes and enhanced communication, while externally, they support their supply-chain's goals. This holistic transformation underscores their commitment to mutual growth and success.

BT

BT Business

BT Business has driven a data-driven transformation of their Field Services function over a three-year period, focusing on operational effectiveness, customer commitments, and creating a positive workplace. Data and insights have been integral at all levels, with every team member empowered with the data and skills needed to make informed decisions.

BT

BT Networks

Mobile Operations at BT Group have been central to the transformative Galaxy Programme, revolutionising the mobile industry by adopting cloud solutions. The team has driven both technological and organisational improvements, embedding new ways of working and methodologies into everyday operations.

Chevron
Traffic Management

Chevron Traffic Management

Chevron Traffic Management and Highway Resource Solutions have pioneered the Enhanced Mobile Carriageway Closure (EMCC) technique, revolutionising traffic management installation, maintenance, and removal. This ESG innovation delivers significant benefits across safety, carbon reduction, efficiency, customer satisfaction, and social value, positively impacting contractors, road workers, and customers within the highways industry.

nugent
together we are

Nugent

Founded in 1881, Nugent is a Merseyside-based social care charity offering a lifelong care pathway. In 2019, the organisation launched its Culture of Excellence project, which was embedded during the challenges of Covid-19. This transformational journey raised standards in social care, delivered financial surplus, improved employee satisfaction, and ensured the charity's future sustainability.

Data Communications Company

Smart DCC

Smart DCC's culture transformation is key to its success as a licensed monopoly in the UK's energy infrastructure. Following a 2022 culture audit, values were co-created to empower the 750-strong workforce, up from 10 in just over a decade. Initiatives like the YourVoice Survey, Inclusion Roadmap, and Engagement Champion Network foster improvements in engagement, satisfaction, and performance, contributing to the UK's net-zero goals.

UKRI
Science and Technology Facilities Council

The Science and Technology Facilities Council

A Lean Six Sigma project led by the logistics team has transformed the way temporary imports and exports to the European Union are processed post-Brexit. These improvements enable the team to respond faster to import/export information requests, allowing STFC to take full advantage of VAT and duty reduction or minimisation processes for applicable shipments. Staff and stakeholders find the new process easier to use and engage with.

PATRON'S AWARD



Scan here to see the showcase
videos from our finalists.

PATRON'S AWARD INDIVIDUALS

We want to find individuals and organisations that have made their mark on society. This award is entered by nomination only and we are looking for the best of the best. Excellent people doing excellent things and making a difference every day.



SPONSOR

People often search for purpose, both in and out of work. As a company, 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 who's work contributes to helping others and making the world around them a better place. A true life purpose.

Aston Avery

A young autistic man, having undergone numerous operations and faced mental health challenges, is determined to make a difference in his community. Through fundraising and campaigning for autism acceptance, he founded Teamaveryessex with his parents and a small group. Together, they've raised nearly £100k for various charities. He promotes autism positivity having created a film for schools and groups, he also uses his daytime radio show to showcase understanding of autism and mental health, especially in men.

Dr Godwin Osung

Bishop Dr. Godwin Anangatang Osung is the founder and CEO of the Cohesive Communities Development Initiative, an NGO with special consultative status with the UN Economic and Social Council since 2024. He is dedicated to providing orphans and vulnerable children with shoes, clothes, educational materials, and food, and supporting widows with businesses and food. He founded Kingdom Life College of Education in Eket, Nigeria, offering tuition-free scholarships to youth for three years.

Grenville Jones

Grenville Jones is known as "Bath's Mr. Music!" His passion lies in getting people of all ages singing and belonging to groups where they can make friends and have fun through music. As the founder of 35 thriving community choirs and the Golden-Oldies Charity, he brings songs and laughter to thousands monthly. He has raised over £1 million for charities across the UK.

Jat Wasu

Jat Wasu is a deserving candidate for the Patron's Award due to his exceptional contributions to community service, philanthropy, and social justice over the past 35 years. Through initiatives like The Wasu Charitable Foundation, FoodDrop Project, and City Prostate Cancer Screening Programme, he has impacted local and global communities. His leadership, innovation, and commitment to giving back make him an exemplary choice for this prestigious award.

Jo Henney

Jo Henney is an inspirational, community-focused leader reimagining social care across the Merseyside region. As CEO of Nugent, Jo also serves as:

- Chair of Trustees at Emmaus Merseyside and Trustee at Emmaus UK
- Chair of Governors at Wirral Metropolitan College
- Member of the Professional Liverpool Charity Advisory Board
- Mentor to numerous individuals
- Active foster carer alongside her husband

Margaret Rylands

A volunteer who has overcome personal hardship, Margaret has transformed the lives of countless families on the Isle of Wight. For over 20 years, she has provided non-judgmental, compassionate support to parents and children, helping them reach their potential. Some of the babies she supported are now parents themselves, all thanks to Margaret's unwavering dedication and impact.

JUDGES

Gary Corpe,
Openreach

John Chivall,
Outward Bound

Laila Iftikhar,
BQF Board

Laura McLaren,
Independent

Mohammed Shaikh,
BT

Pepper Clayton-Fisher,
British Heart Foundation



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JUDGES

Daryl Brown MBE,
Magpas

Ella Neale,
Home Start UK

Kim Pringle,
Openreach

Laila Iftikhar,
BQF Board

Martin Brenig-Jones,
Catalyst Consulting

Simmy Akhtar,
Air Ambulance UK

PATRON'S AWARD ORGANISATIONS

We want to find individuals and organisations that have made their mark on society. This award is entered by nomination only and we are looking for the best of the best. Excellent organisations doing excellent things and making a difference every day.



British Heart Foundation

This national team supports BHF's entire retail estate with the implementation of the Volunteering Strategy to meet the needs of the retail business. Comprising 7 Retail Volunteer Managers, 3 central managers, and a leadership role, they oversee 680 BHF shops and stores across the UK. Their efforts focus on recruiting, engaging, upskilling, and retaining volunteers, generating income to support lifesaving research.



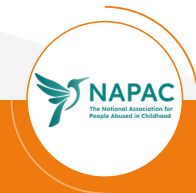
Golden Oldies

The Goldies Charity, operational since 2007, is known for its popular Sing&Smile sessions. With 150 groups across England and Wales, led by 56 freelance Session Leaders and over 2,600 attendees, these social sing-along groups, intergenerational activities, Age Awareness days, concerts, and festive events combat loneliness in older, isolated, and vulnerable individuals. The charity supports health, wellbeing, and stronger community connections through building supportive friendships.



Hypo Hounds

Hypo Hounds is a registered charity that trains specialist scent detection assistance dogs to save the lives of children with Type 1 Diabetes. These dogs are trained to detect changes in blood sugar levels, preventing health complications, collapse, coma, and potential death. Hypo Hounds saves lives, restores independence, and prevents long-term health issues for children living with diabetes.



NAPAC

NAPAC is unique in supporting individuals who have experienced various forms of childhood abuse, including physical, sexual, emotional, narcissistic, ritualistic, and neglect. Since 1998, NAPAC has assisted over 60,000 adults in coming to terms with their experiences. The organisation offers the only free national telephone support line for adult survivors, along with training for organisations and influencing national trauma-informed approaches.

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