

EFQM Member Ambassador's Profile



Organisation: Electricity Authority of Cyprus

Job Title: Assistant Manager, Quality Assurance

Profile

- **Can you introduce yourself shortly?**

My academic training is in Electrical Engineering (Power Engineering) as well as in Postgraduate Management.

I am experienced in the certification processes, system development and implementation, audits and training, process measurements, risk assessment and CSR. At an international level I do maturity assessments in large organisations all over Europe, the Middle East, Russia and Ukraine and I am part of EFQM's Award Assessors.

I have attended my first EFQM training back in 2000 and since then I have used and promoted the EFQM Excellence Model.

I am the President of the Cyprus Quality Association, which is member of the European Organisation for Quality, as well as a Board Member of the Cyprus Standards Organisation and the Cyprus Certification Company.

I was an active member for the establishment of CSR Cyprus, which is a member of CSR Europe, as the President of the temporary management committee responsible to set up the organisation.

I am also an active Member of the Cyprus Employers and Industrialists Federation and a member of the Competitiveness Committee.

Currently, I am working with a voluntary team of experts to design for the first time, a voluntary Governance Framework to be used by all Cypriot Government Entities. The team's job is well perceived by most of the interested parties in Cyprus including professional bodies.

I work for the Electricity Authority of Cyprus since 1989. During my career, I worked in almost all areas of the Organisation, including Engineering Construction, IT, Contracts Evaluation and management, Company quality improvements, strategic planning etc. I am now heading the quality assurance function of the Organisation, covering quality, environment, health and safety, risk management, CSR, business continuity and compliance.

- **How did you start your EFQM adventure?**

I have started my EFQM adventure back in 2000 when I was first introduced to EFQM by another EFQM Assessor during a local training. Since then, EFQM gave me the opportunity to take part in International assessments in numerous Large Organisations all across Europe, the Middle East, Russia and Ukraine. The journey helped me understand the depth of the model and the value it offers to any Organisation.

- **A brief description of your organisation's use of EFQM?**

My Organisation uses EFQM's model criteria as a basis for management reviews. Certain initiatives taken throughout the years are based on the model's methodology and criteria. Experience gained is valuable as it helped the organisation focus on the critical to quality areas, streamline its processes and establish a true process oriented hierarchical model with full accountability and control at each process level.

- **Any comment or last word?**

Definitely recommend that any company wishing to pursue excellence, should at least participate in training related to EFQM and the model in order to better understand the benefits from using the model. It is a well thought-out model that can be used by any organisation irrespective of size, Industry and complexity that proved throughout the years that it benefits organisations.