

EFQM Member Ambassador's Profile



Organisation: VAMED-KMB

Job Title: Head of Business Excellence

Profile

- **Can you introduce yourself shortly?**

I am head of the Competence Center Business Excellence at VAMED-KMB since 2006, covering strategic planning, innovation management, quality management, marketing, event management and compliance. VAMED-KMB is part of the VAMED group, the world leading company for constructing and operating facilities in the healthcare sector. Furthermore, I am a trained international EFQM assessor and I have performed many national and international assessments. I have been a member of the foundation team of the Austrian Foundation for Quality Management back in 1995, being a member of the technical board till today. Before starting at VAMED-KMB, I was Business Intelligence Officer and Total Quality Management Officer at Philips before I started my own consulting company in 2001, through which I got to know VAMED-KMB as external lead assessor for the annual self-assessment. I was impressed by the consequent way in which the company had started the excellence path. I have therefore taken up my current role at VAMED-KMB with great joy. My academic training encompasses a degree in psychology from the University of Vienna and a marketing and sales diploma from the University for Economics in Vienna.

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

In 1995, I had my first EFQM assessor training. From the very beginning, I was fascinated by the model and since then never lost my interest. I had the pleasure to support the excellence drive in various countries and organisations in different roles: as an assessor, trainer, business excellence manager and congress speaker, and always enjoyed to contribute to the sustainable success of organisations on their excellence path.

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

VAMED-KMB follows the excellence path since 2003 with annual self-assessments to derive and deploy improvement measures. The customer is a vital partner on the path to excellence with customer assessments since 2007. Leadership commitment to excellence is and was one of the essential keys to success to anchor the excellence drive deeply in the organisation: from the very beginning, VAMED-KMB has trained all of its leaders, representatives from the management board, the first and the second report level, as EFQM internal assessors to support the excellence journey. The feedback report of the last external assessment stated: "The guiding principle 'From people excellence for people' is truly integrated in VAMED-KMB's DNA, hence ensuring that the main purpose of all activities is to ensure the satisfaction of the main customer as well as the welfare of employees." VAMED-KMB has received several national and international awards including four recognitions as Prize Winner at the EFQM Excellence Award: in 2010 for "Succeeding through People", in 2012 for "Harnessing Creativity and Innovation", in 2013 for "Succeeding through the Talent of People" and in 2015 for "Adding Value for Customers". VAMED-KMB ranks as Platinum Leading Organization in the Healthcare Sector at the EFQM Global Excellence Index.

- **Any comment or last word?** It is important for me to arouse the passion for excellence in people and through the people in the organization, and to constantly revive this passion guided by the excellence values.