



YOUR PARTNER BEYOND THE CONCEPTION PHASE

Excellent organisations achieve lasting and outstanding services, which meet or exceed the expectations of all their interest groups.

**Guiding principle of the EFQM excellence model*



Our customers have been motivating us for more than 10 years to develop targeted solutions to business problems and to implement them successfully in practice. The effective benefit and added value of problem-solving is ultimately demonstrated in their application. We therefore place the emphasis on feasibility and sustainability of our services.

MAK practises business excellence, so that we can align our own claims with your satisfaction and even exceed this.

The EFQM excellence model offers the framework for integrated evaluation and control of the organisation. All elements that make up the functioning of the organisation are set up and monitored in relation to one another to ensure that they interlock seamlessly. Therefore, the commitment of management and employees highlights consistent orientation with strategy and sustainable development.

MAK has checked, scrutinised, successively built up and improved its internal structures in the last few years against the business excellence model. The declared goal is to practise and implement excellence. This is reflected in the fact that MAK ensures the satisfaction of clients with regular internal reviews, via continuous and actively maintained improvement processes and through regular customer contact.



In August 2014, MAK passed the certification stage 4 star. Therefore MAK is one of few corporate consultancies in Switzerland, which is certified with

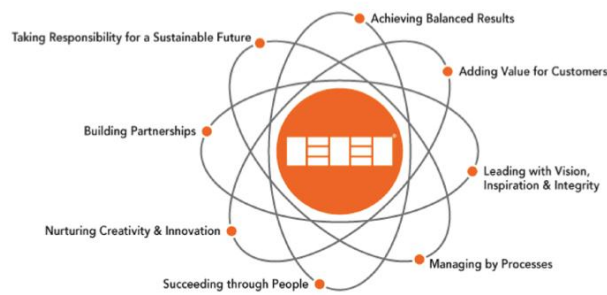
„Recognised for Excellence“.

The excellence model in brief

In the last few years, the EFQM model has become a recognised instrument for company evaluation and company orientation. With its model, which is recognised across Europe, the European Foundation for Quality Management has developed an instrument that companies can use to systematically analyse, document and assess strengths and areas for improvement.

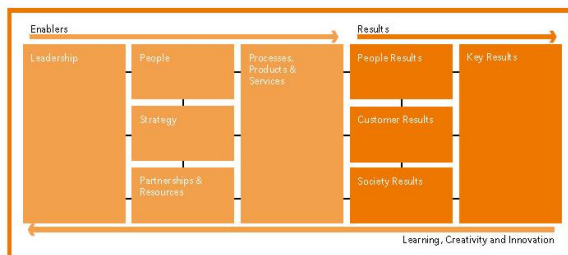
The three following components therefore interlink:

Basic concepts of excellence



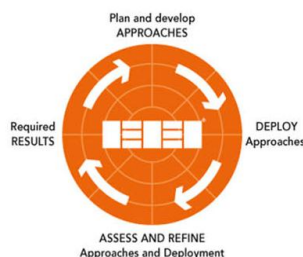
The **basic concepts** of the EFQM excellence model define the company philosophy that is required to achieve sustainable excellence. They demonstrate which features distinguish excellent organisations, and how these can be continuously scrutinised, monitored and improved.

EFQM excellence model



In the **EFQM excellence model**, the features of the basic concepts are divided into enabling and results criteria. Understanding of the relationships between cause and effect is increased using this basic structure. Implementation and evaluation based on business excellence can therefore be carried out systematically and in a structured way.

RADAR logic



RADAR logic is a structured procedure to scrutinise and continuously improve the services of an organisation. With ongoing application, a company further develops in a target-orientated way and adapts quickly and proactively to altered framework conditions.