



Toolkit: Quality

**Quality means doing
it right when no one
is looking**

Establishes the structure, policies, procedures and resources needed to implement a Quality Management System

Quality of delivery drives the reputation of any organisation. To protect and enhance this key feature, we have developed our Toolkit to ensure that activities are aligned and focused to continually improve the effectiveness and efficiency of your organisation.

Your customer's requirements are balanced with those of your organisation and other stakeholders to ensure that your planned results are achieved and sustained in a structured and systematic way.

Benefits

Our tailored programmes will enable you to deliver:

- ✓ Greater focus on customer requirements
- ✓ Enhanced competitiveness and image
- ✓ Optimal efficiency and effectiveness
- ✓ Improved internal and external communication
- ✓ Greater process control



The quality toolkit supplied provides a means to evaluate leadership skills, people, supply chain management, operational processes and customer relationships. It also develops discipline in the measurement of performance at all levels of the business

Managing Director,
Translations sector



What Matters Most?

Identifying and maintaining focus on What Matters Most to your organisation is a precursor of success



+44 (0)121 746 3150
www.investorsinexcellence.com

g+ in @liE_Ltd

How we do this

Whenever possible, we will focus on your prioritised live issues, share good practice from other successful organisations and equip your people with practical and effective tools that can be used time and time again.

- ✓ Established methodologies, such as PDCA (Plan, Do, Check, Act)
- ✓ Identifying areas of risk to quality
- ✓ Designing improvement action plans
- ✓ Effective team communication and contribution
- ✓ Embedding key knowledge and skills within your people

Outcomes

Outcomes are the fundamental evidence of whether improvement actions have succeeded. Our approaches enable you to put in place simple and effective measures to monitor consistently the results you are achieving.

- ✓ Reduced costs and downtime
- ✓ Increased customer loyalty
- ✓ Achieve greater consistency
- ✓ Constantly improve your services, processes and systems
- ✓ Easier to integrate new employees/customers/suppliers



Despite being unfamiliar with quality management techniques, the team quickly got to grips with the tools and it didn't take long to reap the benefits

Without doubt Investors in Excellence has helped us become a more efficient organisation

Head of Business Excellence,
Housing sector



Could we help you? Contact our team on +44 (0)121 746 3150

What Matters Most?

Identify • Focus • Transform

Dedicated to helping you identify and understand the critical success factors of your organisation, maintain focus and ensure that all improvement actions deliver maximum benefits against What Matters Most to you.



The IiE Standard

Leading • Resourcing • Delivering • Achieving

Our unique framework for improvement and assessment – and your roadmap to high performance.

Toolkit



Lean



Leadership



Six Sigma



Business Diagnostics



Process



Quality

Approaches



Coaching



Networking



Facilitation



Certification



Training



Resourcing