

We are the UK's leading not-for-profit performance improvement organisation. Our customers deliver better services and make more money because of who we are and what we do.



INTRODUCING...

Close alignment between the TSA's new regulatory regime and the liE Standard

At the heart of these approaches is the ability to evidence ongoing continuous improvement through measurable customer and stakeholder outcomes. The liE Standard represents best practice from leading global companies where customer focus is a business necessity. It will provide a fresh challenge to your housing organisation helping you feel confident in meeting the TSA requirements



How does the Investors in Excellence Standard align:

- **Continuous improvement must be evidenced in results and customer outcomes to retain the liE Standard**
- **Clear alignment with "local offers":**
 - **A customer focused approach to the design and provision of new products and services**
 - **Efficiently and effectively promote and market our customer offers**
 - **Ensuring consistent and dependable delivery against customer service standards**
- **Clear requirement and evidence test to ensure leaders are engaging with customers**

"There has always been alignment between the KLOEs and business excellence. The recent changes to both the TSA regulatory framework and the liE Standard has made this alignment closer and even more relevant to today's forward thinking housing organisation."

Julian Beaney, Head of Performance Solutions, liE

With 80 housing organisations already involved we can blend housing expertise with the fresh perspective of working with over 500 organisations across a range of sectors

Contact Julian Beaney today to discuss how we can assess and accredit your organisation against liE – Julian.beaney@investorsinexcellence.org.

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The following organisations have already benefited from achieving the liE Standard:



WE'RE NOT THE UK'S ONLY 'EXPERTS IN EXCELLENCE', SO HERE'S WHAT OUR CUSTOMERS VALUE ABOUT US:

- Our clarity, drive and ability to deliver
- Our approachability, passion and pragmatism
- Our ability to get people excited about continuous improvement