



## Toolkit: Business Diagnostic

*Details create the  
big picture*

### Strengths, weaknesses, opportunities, risks? The value of identifying What Matters Most?

From top-level governance, through to specific process or people performance, our Diagnostic Toolkit allows you to produce a powerful and incisive snapshot of your organisation, mapped against a range of critical performance drivers that are fundamental to your organisation's success.

Effective diagnostic and prioritisation approaches enable you to critically evaluate the 'big picture' or zoom into priority areas to ensure that the maximum return is achieved from your allocation of resources.

### Benefits

Our tailored programmes will enable you to:

- ✓ Identify What Matters Most
- ✓ Enable robust business assurance
- ✓ Pinpoint clear understanding of performance
- ✓ Leverage your capacity and capability
- ✓ Reach consensus on improvement actions



*...benefits have included improved customer experience, increase in staff motivation and engagement and improved group-wide approaches to the measuring, reporting and management of performance.*

Chief Executive,  
Housing 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](http://www.investorsinexcellence.com)

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# 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.

- ✓ Focus on achieving measured outcomes
- ✓ Share best practice knowledge and approaches
- ✓ Assist in interpretation of data and results
- ✓ Identify potential quick wins
- ✓ Highlight areas in need of further investigation

# 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.

- ✓ Measurable and sustainable improvements
- ✓ Removal of value destroying processes
- ✓ Significantly improved return on investment
- ✓ Reduction of waste and inventory levels
- ✓ Better motivated people and customer retention



*Investors in Excellence provided us with a focussed goal and ignited our determination to be recognised as a business with a contemporary verve and a passion for excellence in all its dimensions*

Chief Executive,  
Building Society



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.

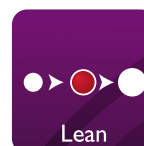


## The IiE Standard

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