



**The strategic partner of choice
for the housing sector**



“

Lean process reviews leading to re-let times reduced from 27 to 18.8 days with cash savings of £63,000 achieved in first nine months. Total savings of more than £500,000 identified with more to come through six sigma training.

”

Festival Housing

Why Investors in Excellence?

Welfare Reform is transforming the housing sector. Now, more than ever, housing associations have to perform at the top of their game to achieve the credibility, stability, and viability expected by their funders as well as their beneficiaries. It's a tall order for even the most exceptional, highest-performing housing associations – that's why Investors in Excellence, the business improvement experts, are here to help you excel at making it happen.

With over 10 years' experience, commercial expertise, and a proven track record in the housing sector, we are the strategic partner of choice nationwide. You can count on us to help you through the most challenging aspects of Welfare Reform, now and in the future. You can count on us to help you achieve robust Business Assurance, competently satisfy HCA co-regulatory requirements and, above all, excel.

How do we do it? By getting to the very heart of 'what matters most' for your organisation and helping you accomplish this, and much, much more.

Products and services

We offer a comprehensive suite of products and services nationwide to hundreds of organisations each year – from global firms to public bodies, as well as commercial businesses and charitable enterprises.

For the housing sector, we also offer:

Housing accreditation service:

- Supports housing associations' certification to the Investors in Excellence Standard.
- Holistic approach that covers every aspect of the housing sector.
- Enables benchmarking within and outside of the sector.
- HCA co-regulatory compatible.
- Lean service review toolkit increasing customer-centric efficiency and effectiveness.

Business assurance key diagnostic:

- Powerful diagnostic facilitated by housing specialists.
- Pinpoints clear understanding of performance.
- Focuses on achieving measured outcomes.
- Identifies opportunities for improvement and increased efficiency.

Interim resourcing:

- Flexible, bespoke solution, tailored to your specific needs.
- No recruitment, training, or ongoing employment costs.
- High-achieving, broadly skilled interims quick to settle in and get to grips.
- Prompt delivery of short-term 'quick wins' right away as well as medium- and longer-term improvements.

**Independent research reinforces our customers' positive feedback:
Investors in Excellence have delivered a 19:1 return on investment.**



“ Our involvement in this programme is one of the best decisions we have made during my 8 years as Chief Executive of The Hanley Economic Building Society. ”

David Webster, Chief Executive,
The Hanley Economic Building Society

Key benefits

A strategic partnership with Investors in Excellence – combined with certification to our globally-recognised Standard – brings with it a host of significant benefits for every housing association seeking to excel. These include:

- Independent assessment.
- External scrutiny and accreditation.
- Performance validation.
- Holistic, evidence-based analysis.
- Robust business assurance.
- Cost-effective solution.
- Access to best practice within and outside the sector.
- Empowered, engaged, and upskilled staff – your organisation’s greatest asset.

Housing sector expertise

With a broad range of sector-specific, best practice knowledge and expertise – including extensive experience working closely with scores of high calibre housing clients – Investors in Excellence are clearly the strategic partner of choice for the housing sector. Choose wisely, choose Investors in Excellence – and choose to excel.



“**The interim resource service from Investors in Excellence exceeded our high expectations, adding value in ways which we never foresaw.**”

Ian Skipp, Group Director of Finance and Support Services
– Futures Housing Group

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.

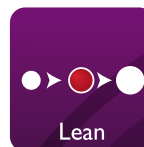


The IIE Standard

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