

# What Matters Most Bulletin 01

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## *What Matters Most Bulletin...*

### **liE Standard Refreshed**

### **Talk To Us**

**We are delighted to announce that the latest version of the Investors in Excellence Standard will be launched on 1<sup>st</sup> March 2016.**

In line with market developments, customer successes and other stakeholder feedback, the world's only standard that covers all aspects of an organisation has been refreshed. The enhancements ensure that significant benefits continue to be available to adopters of the liE Standard, with the focus on delivering What Matters Most to each customer.



If you want to join the growing Investors in Excellence community, registration is simple and one of our liE Solutions Team will be delighted to share full details with you. For existing customers, there is an efficient transition process to ensure you receive maximum value from the programme. ([See overview of the liE Standard](#))

### **News & Views**



Ian Nield, liE chief executive, asks

### **"Are we the best we can be?"**

When considering the above, many of us will be inspired by our role models, heroes, visionaries and sometimes, the image we see in the mirror. A hero of mine is...([Read more](#))

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David Webster, Chief Executive of the Hanley Building Society, receives his fifth certification plaque from Judy Hart.

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## **E.ON powers to another success!**



Time to congratulate Eon Field Operations which was recertified as an Investor in Excellence (IiE) just before Christmas, with a 10 per cent improvement over its 2013 score. "It's an outstanding achievement," said Head of Field Operations, Gill Baker (pictured, with Adrian Tilley, Operational Excellence Manager). "Well done and a big thank you to everyone in the Field Excellence team and across the business, who have worked so hard for this outcome."

[\(Read more\)](#)

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Watch and listen to what our customers say..



**David Webster speaks about IiE and the Hanley's DNA**



**Sharon Walton from Bilfinger GVA tells us about Best Practice with the IiE Standard**

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### **Six Nations Excellence?**

Whoever may win, they will need to match the critical excellence success factors identified by Martin Johnson for his 2003 World Cup winners. We can all ask ourselves:

1. What's our cause?
2. Our identity? – pride in the badge?
3. How do we work as a team?
4. Winning after winning.

## Toolkit

This Business Diagnostic resource is proving a hit with our customers.

Click on an icon to see how you could benefit



## Approaches

Blending these approaches with the toolkit is enabling consistent and effective performance. Click

below to find out more

