

Principles of Excellence

The Principles of Excellence provide the foundation of the Investors in Excellence Standard and an Investor in Excellence can demonstrate the principles are embedded within its activities.

Leadership: An Investor in Excellence has leaders who define and communicate what matters most to the organisation and are personally involved in ensuring the required resources are available and aligned to deliver exceptional performance.

Customer driven: An Investor in Excellence understands its customers and knows how it is performing in relation to its customers' needs and requirements.

Balanced positive outcomes: An Investor in Excellence has established a set of robust and resilient measures which give a balanced view of the performance of the organisation.

Processes: An Investor in Excellence has defined and continuously improves its system of processes to deliver excellent products and services to customers.

Management by fact: An Investor in Excellence has established sound reporting and decision-making systems that are based on reliable and relevant evidence.

Involvement of people: An Investor in Excellence develops and releases the potential of its people so that everyone in the organisation can excel.

Working with others: An Investor in Excellence optimises its performance by working collaboratively with stakeholders, suppliers and customers to achieve exceptional performance and what matters most.

Cause and effect: An Investor in Excellence develops by understanding the links between what it does and what it achieves to support its long-term sustainability.

Continuous improvement: An Investor in Excellence has established a culture of learning, continuous improvement and innovation.

Responsibility and integrity: An Investor in Excellence can prove to its stakeholders that it operates to the highest ethical, commercial and financial standards within the workplace, its markets and society.