

Updates to Investors in Excellence On-line following changes to the Investors in Excellence Standard - FAQ's

1. Why has the Investors in Excellence Standard changed?

The Standard has been updated to bring it in line with the latest 'excellence' principles and practice. The structure remains the same but some new considerations have been added.

2. What do the changes mean to my organisation?

In line with the excellent principles of document management we ask you to destroy any old copies of the Investors in Excellence Standard and download a new version from our website. We would recommend that you familiarise yourself with the Standard – do contact us if you would like some guidance – and start to think about how you would provide evidence of the new considerations.

3. Why has the Standard changed to a question-based structure?

The questions have been introduced to make it easier to identify where the evidence is in your organisation to help you meet the indicators. This is the structure we use in our Investors in Excellence On-line assessment solution and we have received very positive feedback from users.

4. My organisation has just started on its Excellence journey. Which version of the Standard do we use?

If you are planning to submit your evidence for assessment within the next 6 months (before 1st November 2010) the original version of the Standard can be used, unless you have agreed to, or choose to answer the new questions that have been added. If you submit your evidence against the original version, our assessment feedback will include comments on the areas that may need to be addressed in order to make the transition to the new version of the Standard.

5. My organisation has been recognised as an Investor in Excellence. When it is time for re-accreditation will this be to the original Standard or to the new version?

We ask those organisations who have been recognised as an Investor in Excellence to apply for re-accreditation after 2 years. If your re-accreditation assessment is due within the next 6 months (before 1st November 2010) the original version of the Re-accreditation Standard will be an acceptable basis for your submission and assessment (though if you would like to use the new version or have already agreed to use it, we can support you in doing so).

6. What help is available to me?

If you'd like some support please get in touch with us - we'd be happy to discuss the changes with you. (Jo Dowdall – 01675 460997 jo.dowdall@investorsinexcellence.org)

7. What will happen to the information I have already entered?

The information you entered will continue to be held in the system, but you will notice some new questions have been added and the text boxes that sit alongside them will be blank. With reference to the answers to questions 4 and 5 above, you should ignore or complete these areas as appropriate. When the time comes for you to be assessed for re-accreditation you will be required to answer them (unless your re-accreditation is due within the next 6 months as outlined in question 5).

8. Principle 5 of the Standard has changed most. The information already entered looks like it has moved about. What should I do?

A document which details the new questions and shows where the questions in Principle 5 have moved to has been developed and issued by Investors in Excellence. There is a requirement to cut and paste the information against the right question. Get in touch if you'd like to talk it through (Jo Dowdall – 01675 460997 jo.dowdall@investorsinexcellence.org)

9. There is a new version of the EFQM Excellence model. Has this had any impact on the Investors in Excellence Standard?

The Investors in Excellence Standard is still aligned with the Excellence Model.