



be inspired

Who we are and what we do

Quality Scotland is a not-for-profit organisation that promotes business excellence across Scotland in the private, public and voluntary sectors.



QUALITY
SCOTLAND

Quality Scotland is a not-for-profit organisation that promotes business excellence across Scotland in the private, public and voluntary sectors. A member-based organisation, Quality Scotland was established in 1991 in response to the perceived growing competitive threat facing the Scottish economy nationally and internationally. Its aim was – and remains – to help organisations throughout Scotland achieve and be recognised for Excellence, and in so doing, gain real and sustainable competitive advantage.

From just 14 founding companies, Quality Scotland's members now number over 200. They include blue chips such as Standard Life and the Royal Bank of Scotland, as well as ambitious SMEs and a range of public sector and voluntary organisations. The diversity of our membership highlights the relevance of what we offer to a wide cross-section of the economy. What connects our members is their shared belief in the value of Business Excellence, and their drive and commitment to improve their organisations' performance.

Benefits of Quality Scotland Membership

Quality Scotland members enjoy a wide range of benefits including:

- The support of a dedicated account manager
- Access to advice and expertise on Business Excellence
- Enhanced organisational performance and improvements to the bottom line
- Networking opportunities
- Benchmarking opportunities
- Training and Events
- Access to best practice
- Online resources and tools
- Research
- Association with an organisation committed to making Excellence a national characteristic
- And more...

Self-Assessment

The core of Quality Scotland's business revolves around enabling organisations to fully understand how well they are performing, and to identify areas for improvement. We support this by offering a range of products and services that equip them with the tools and skills needed to then develop and implement successful improvement plans.

As the nation's Business Excellence experts and the National Partner Organisation for EFQM in Scotland (the most widely used Business Excellence Framework in Europe), members benefit from support of a dedicated Account Manager who provides guidance and expertise in implementing business improvement programmes. What's more, our Account Managers are familiar with the use of other business improvement tools and standards like Kaizen, Balanced Scorecard, the Investors in People standard, ISO 9001, lean management techniques and CharterMark and how these can be integrated into a comprehensive programme. By facilitating self-assessment, Quality Scotland can support you in developing and implementing your improvement plans, helping you achieve outstanding performance.

We believe that this type of holistic approach to Business Excellence is fundamental for sustained organisational success, and this belief is backed up by recent research which establishes a strong correlation between Business Excellence and Performance. In particular, it was found that a Business Excellence approach increases an organisation's 'Strategic Agility', in other words its capacity to adapt quickly to change, and in today's fast-paced dynamic economy, this ability is becoming ever more crucial.





Excellence Journey

We encourage organisations to embark on an Excellence Journey, that is, to take a long term perspective with short, medium and long term objectives to achieve Business Excellence. Organisations can choose from various stages of accreditation from Quality Scotland's new Levels of Excellence programme, which includes schemes like Committed to Excellence, Recognised for Excellence and Scottish Awards for Business Excellence. Ultimately, winners of the Scottish Awards for Business Excellence may go forward to the European Quality Awards where they can achieve recognition across Europe and beyond. To achieve accreditation at this level requires an outstanding overall performance, and strong commitment to improvement throughout the organisation.

However, Quality Scotland's approach is about more than awards, it's about adopting long term sustainable business practices which provide real tangible benefits to performance. This is why the Levels of Excellence programme provides thorough and valuable written and face-to-face feedback from our expert assessors- senior business people from different backgrounds that assess your organisation.

Online Tools

Quality Scotland has developed a number of online tools, designed to help the implementation of any self-assessment framework as simple as possible! For organisations that are simply starting out on their Excellence Journey or that have had little experience with business improvement activities- Business Juggler- is an ideal and cost effective tool to focus on those areas that you've never quite had the time to look at- fast!

For a more sophisticated approach, Pathway allows to involve a wide cross-section of your organisation in self-assessment. This will provide impressive remarkable insight into your organisation's strengths and areas for improvement as well as identify action points to incorporate into your improvement plans. Pathway's powerful and advanced charting applications means that you are able to analyse all of the data that you have compiled about your organisation- all with the click of a button!

Sharing Best Practice

Quality Scotland also facilitates benchmarking and networking between its members, allowing them to meet and exchange experiences. For instance, we offer a FREE "Business Matchmaking" service where we will put in contact an organisation that is struggling with a particular business issue with another that has overcome similar problems in the past. Some members have valued these networking opportunities so much, that together, we have gone on to create networking forums such as the Voluntary Sector Network and mentoring programmes to facilitate exchange of best practice between our members.

We also encourage networking opportunities between members through our exciting training and events programmes- these range from specialised courses on Business Excellence and EFQM to Conferences, Learning Journeys and Masterclasses. For instance, at our Leadership Masterclass earlier this year, we provided ample networking opportunities during the course of the day and actively encouraged delegates to stay for a complimentary drink at the bar once the event had finished!

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In addition, Quality Scotland’s online resources allow for FREE access to some of the world’s leading information portals on best practice. You will find case studies, articles, measures and benchmarks from the latest management thinking and techniques from all across Europe and beyond... In fact, if you are looking for a benchmarking partner organisation, we can help you find one- a Scottish organisation or even a European one!

Corporate Social Responsibility

Quality Scotland also recognises the importance of Corporate Social Responsibility to Business Excellence and we promote this approach within organisations. In addition, we run the Young Quality Scot Award which recognises, encourages and develops socially responsible young people, embedding a culture of excellence in future generations of business leaders. What’s more, we provide many opportunities for member organisations to become involved in this inspirational community programme as well as other opportunities for working with and promoting Excellence to young people in Scotland.

Working in Partnership

We recognise the importance of strategic partnerships and work with organisations such as Scottish Enterprise, Highlands and Islands Enterprise and the Scottish Government to identify opportunities where we can effectively work together towards our common goals.

Our Future Vision

Going forward, our aim is to continue to develop products and services that will ensure our existing members gain sustainable bottom line benefits and will attract an increasing number of organisations that recognise how adopting a Business Excellence approach can reap dividends for them. Ultimately our vision is a world where Scotland is recognised internationally for the competitive nature of its economy achieved through the quality of its organisations and people.



Quality Scotland Membership Application Form

Please complete all sections

Section A Your Details

Name of Organisation

Address

Name of Contact Person

Position

Telephone

Email

Contact Address
(if different)

Name of Chief Executive
(or equivalent)

Section B General Information

To which industrial sector does your organisation belong?

Total number of employees

Location(s) of your organisation's principal site(s).

Are you applying as (please tick the option that best describes your organisation):

Whole organisation

A business unit or branch of an organisation

Please describe in around 250 words the main activities of your organisation, including history, business excellence journey to date, key activities, services or products, key customers and key markets. Use an additional sheet if required.

If you are applying as part of a larger organisation, please provide the following details about the parent company:

Company Name

Address

Postcode

Telephone

Please describe the relationship between your business unit and the whole organisation and if necessary provide separately an organisation chart showing the relationship

Section C Membership Type

Membership is open to organisations, which can demonstrate commitment to business excellence and wish to be involved in the activities and development of Quality Scotland. Membership is based on turnover or relevant financial equivalent. However, charities and non profit organisations receive a discounted rate and governing members are organisations who chose to provide an enhanced level of financial support, form the Board of Quality Scotland and provide and active ambassadorial role for Quality Scotland's activities.

Turnover (£ m)	Annual Fee (£ + VAT)
Voluntary Sector	650
0 - 5	750
5 - 15	1,000
15 - 25	2,000
25 +	3,000
Governing	10,000

Please indicate your turnover

Full Membership

Governing Membership

Charity/Not for Profit

Section D Declaration

I agree, on behalf of my organisation, to accept membership to Quality Scotland and declare that the information provided is accurate to the best of my knowledge.

Signed by

Name/Position

Date

Please return your application to

Quality Scotland
11 Abercromby Place
Edinburgh
EH3 6LB



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Become a member...

Members of Quality Scotland benefit from a wide range of products and services. All members will receive the support of a dedicated Account Manager who provides guidance and expertise in implementing business improvement programmes.

But members join for many reasons- whether you're interested in the networking and benchmarking opportunities Quality Scotland can provide, becoming associated with an organisation that promotes Business Excellence in Scotland, gain access to the latest thinking on best practice, use our online tools for self-assessment or to attend our innovative events and training courses, our members enjoy a wide range of benefits!

If you are interested in becoming a member or would like to discuss ways in which we can work together, be sure to contact a member of our Account Management team on 0131 556 2333 or email info@qualityscotland.co.uk.

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If you'd like more information on becoming a member or any of Quality Scotland's products or services, please contact Quality Scotland on 0131 556 2333 or email info@qualityscotland.co.uk



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INVESTOR IN PEOPLE

Quality Scotland, 11 Abercromby Place, Edinburgh EH3 6LB T: 0131 556 2333

Promoting Business Excellence



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