



succeed

Online Tools

Business Juggler

a powerful but simple online tool to help your organisation identify priorities and develop an action plan for improvement



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Quality Scotland's offers a range of online tools, designed to help your organisation identify its strengths and areas for improvement as well as implement an action plan. Each tool requires a higher level of commitment than the last:

- 1 **Business Juggler**
- 2 Pathway

This brochure provides details on Business Juggler. For further information on online tools or any other products and services, please contact Quality Scotland on 0131 556 2333 or email info@qualityscotland.co.uk.



What is Business Juggler?

Business Juggler is an electronic tool to assist you to improve your business. It is based upon the most widely used Business Planning and Improvement tool throughout Europe, the EFQM Excellence Model. However, you do not need to know anything about the model to be able to use this tool.

It is a simple, questionnaire based, self-assessment. You answer 36 straightforward questions online and you will be provided with a comprehensive report that will give you a benchmark, confirm your strengths and propose 9 ideas for improving your business. This gives you the basis for developing an achievable action plan that will deliver real results for your business.

deliver
cutting edge

Who can use Business Juggler?

Every small business owner and manager is familiar with the experience of having to juggle a number of roles and responsibilities on a daily basis, leaving little time to grow the business. Business Juggler will quickly identify the most valuable areas for improvement for you to focus your limited time and resources on.

Business Juggler is the ideal self-assessment tool for microbusinesses, SMEs or as an introduction to business improvement for larger organisations that are simply starting out on the Excellence journey.

Why use Business Juggler?

Business Juggler is a simple yet extremely powerful tool that can be fitted into your busy schedule as it should take no more an hour to complete. It will provide you with a balanced strategic view of your business and will help you identify where you should focus your effort in order to gain the maximum benefit for your business for improving your bottom-line.

What's more, research from Queens University has shown that from using Business Juggler, a mixture of organisations have obtained the following results:

- 63% increase in operating income
- 39% increase in sales
- 17% increase in return on sales
- 21% increase in employment
- 42% increase in assets

“The debate sparked by several of the questions was illuminating and highlighted issues...”

Ella Simpson, Director of the Rock Trust



What's involved?

Business Juggler can be purchased as a **stand alone product** and be completed either by an individual or by gathering a team of people in the room. Once you receive your password, the question-set can only be completed once, so make sure you have the right people with you at the time.

Once you have finished answering the questions, Business Juggler will produce a report, highlighting your strengths and areas for improvement and based on the following elements of the EFQM Excellence Model: Leadership, Strategy, People, Resources, Processes and Results. You can then print out the report, however, it will still be available online for you to access for the duration of three months. The report is then used as the basis of your improvement action plan.

Alternatively, you can purchase a **facilitated version** of Business Juggler, where a facilitator will join you and/or your team for half a day. The facilitator will take you through the questions but, most importantly, help your organisation develop an improvement plan based on the Business Juggler report. The facilitator's experience is extremely worthwhile, especially if you have limited experience in conducting business improvement activities. However, you may already have a business adviser that can help you pull together the improvement plan, so you might only need the stand alone product.

How long does it take?

Completing the question-set should take no more than an hour (dependent on whether you are answering in a group or individually) and you should spend approximately half a day creating and discussing your action plan.

How much does it cost?

Business Juggler costs £150 for the stand alone product and £500 for the facilitated session. To buy Business Juggler or to find out more, please contact Ann Pike on 0131 556 2333 or ann.pike@qualityscotland.co.uk.

How do I find out more?

To purchase Business Juggler, for a PowerPoint demonstration or to find out more, call Ann Pike on 0131 556 2333 or email ann.pike@qualityscotland.co.uk. Visit www.qsbusinessjuggler.com.

Beyond Business Juggler...

The good news is that once you have finished using Business Juggler you're just one step away from being considered for Committed to Excellence, a new recognition scheme that's part of the Levels of Excellence programme. To find out more call Ann Pike on 0131 556 2333 or email ann.pike@qualityscotland.co.uk.

If you'd like more information on Business Juggler, Pathway, Committed to Excellence or any of Quality Scotland's other products or services, please contact Quality Scotland on 0131 556 2333 or email info@qualityscotland.co.uk



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Promoting Business Excellence

