



KEY supports people with learning disabilities throughout Scotland. We have a deep commitment to helping each person get the individual help they need to enjoy life to the full.



- KEY Community Supports
- KEY Housing Association
- Community Lifestyles



## **Committed To Excellence**

- Signed up to EFQM in 2007
- Undertook self-assessment in 2009



## Our

Strengths	Results	Areas for
Leadership		Processes
Strategy		People
Results		Resources



# Improvement Project 1

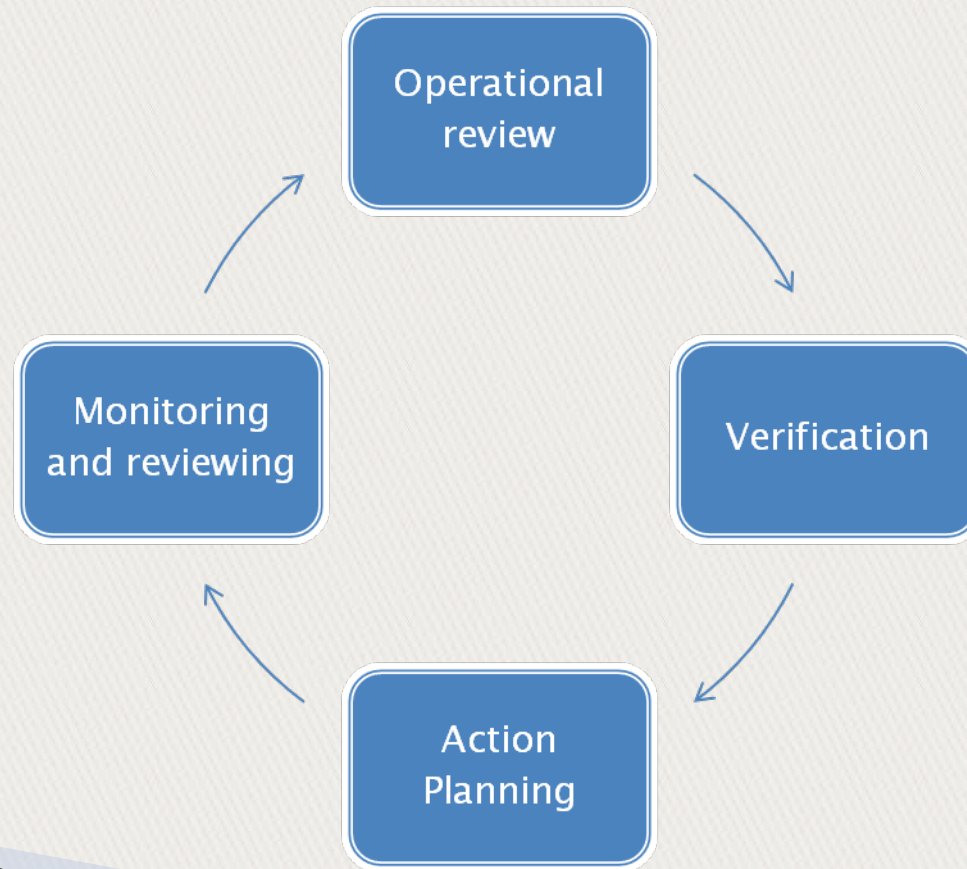
Process mapping our key activities (processes and resources)





## Improvement Project 2

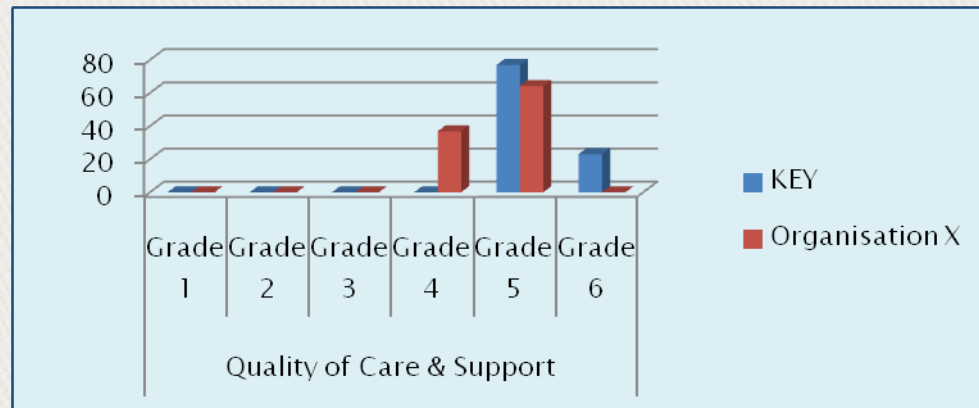
Improving our operational review process  
(processes, people and results)





# Improvement Project 3

## Benchmarking participation





## The benefits

- A holistic view of our organisation, its strengths and areas for improvement
- Starting point to plan and agree improvements that we already may have made-but helped us to prioritise these.
- Structured approach to using resources
- Help us to demonstrate to our stakeholders that we are serious about quality