

# CREDIT MANAGEMENT BEST PRACTICE 2013

What Matters Most?  
Your Journey to Credit  
Excellence



Ian Nield  
Investors in Excellence



What Matters Most? – a series of three workshops

- A bit about us
- High performance – learning from others
- What Matters Most?

# Inform, Inspire, Energise



**We: train, facilitate, coach, 'do', assess, certificate, recognise**



We deliver **successful business improvement programmes** to hundreds of organisations every year across the UK and around the world

↑  
↓ Loss making  
to double  
digit **profits**



[Read more case studies](#) 

Projected  
**cost savings**  
of **£800K**



[Read more case studies](#) 

**87%**  
increase in  
Customer Satisfaction



[Read more case studies](#) 



eurofilms



Private Equity Less Ordinary



PICK EVERARD





The Investors in Excellence Standard covers all activities within an organisation and is focused on achieving **what matters most** for the organisation, its customers, people and other stakeholders.



- Underpinned by sixty years of global good practice
- Focused on What Matters Most for each customer
- It is the world's only standard that covers all aspects of an organisation
- It is a progressive framework that helps to drive continuous improvement in results
- It is suitable for any size and type of organisation





## Focus

# “Does it make the boat go faster”

Tattooed under my eye lids



Steve Williams OBE, Double Olympic rowing champion

## Focus

“My success, part of it certainly, is that I have focused in on a few things”



Bill Gates

## Focus

Establish the big goal.....  
then sets out the steps needed.....



Sir Dave Brailsford

**Focus**

“Only focus on what is inside the boat”



## Simplify

I need to remove the day to day problems..  
I wear only grey or blue suits



President Obama

# Simplify



Focus



Simplify



Take  
Responsibility  
End to End



When Behind,  
Leapfrog



Put Products  
Before Profits



Don't Be a  
Slave to Focus  
Groups



Bend Reality



Impute



Push for  
Perfection



Tolerate Only  
"A" Players



Engage  
Face-to-Face



Know Both the  
Big Picture and  
The Details



Combine the  
Humanities with  
The Sciences



Stay Hungry,  
Stay Foolish

# The Real Leadership Lessons<sup>14</sup> of Steve Jobs

Six months after Jobs's death, the author of his best-selling biography identifies the practices that every CEO can try to emulate.  
*by Walter Isaacson*

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ILLUSTRATION: THOMAS HALL

## Discipline

**“ True discipline requires the independence of mind to reject pressures to conform in ways incompatible with values, performance standards and long term aspirations”**

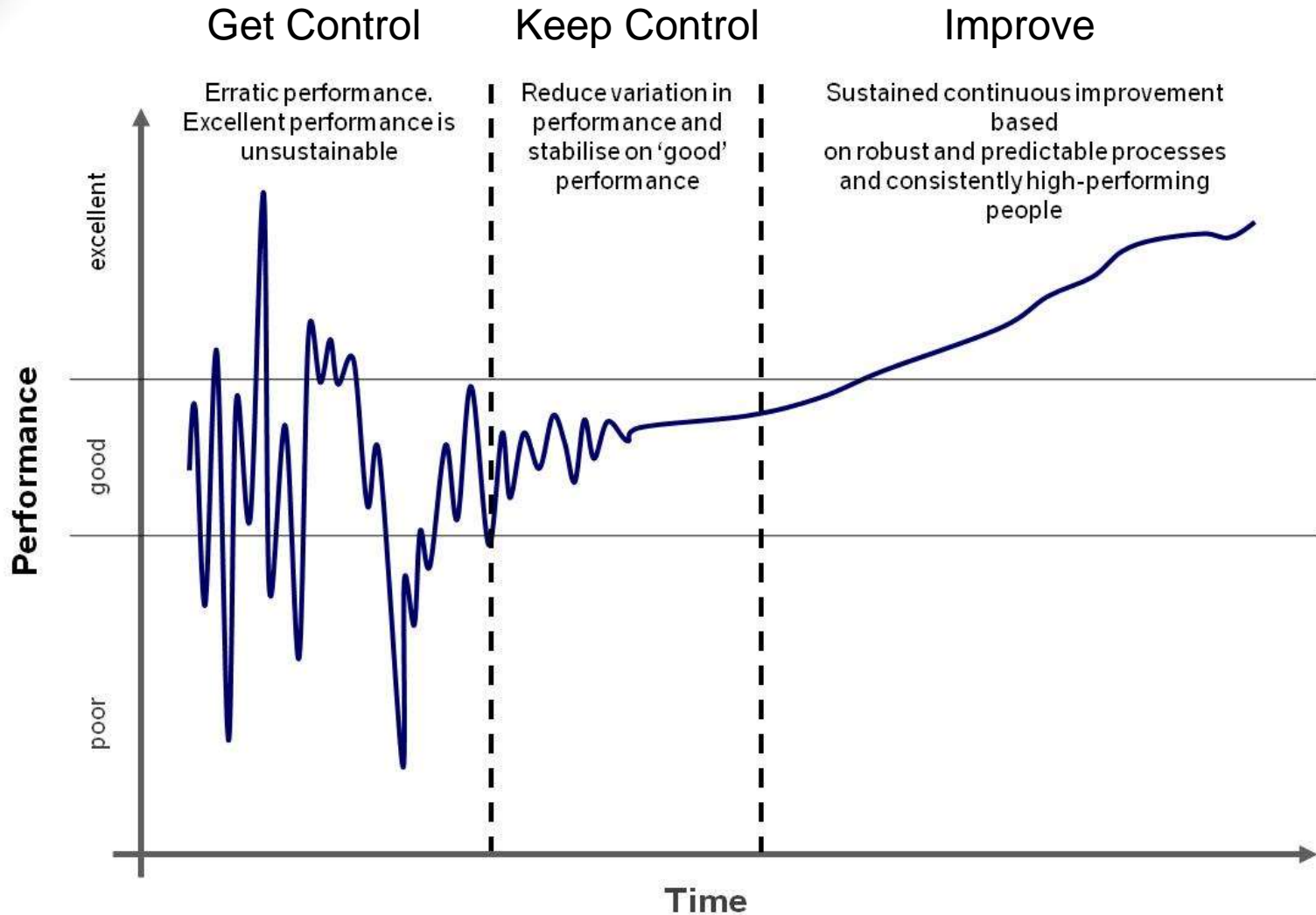
Jim Collins – Great By Choice 2012







# Discipline



## Focus

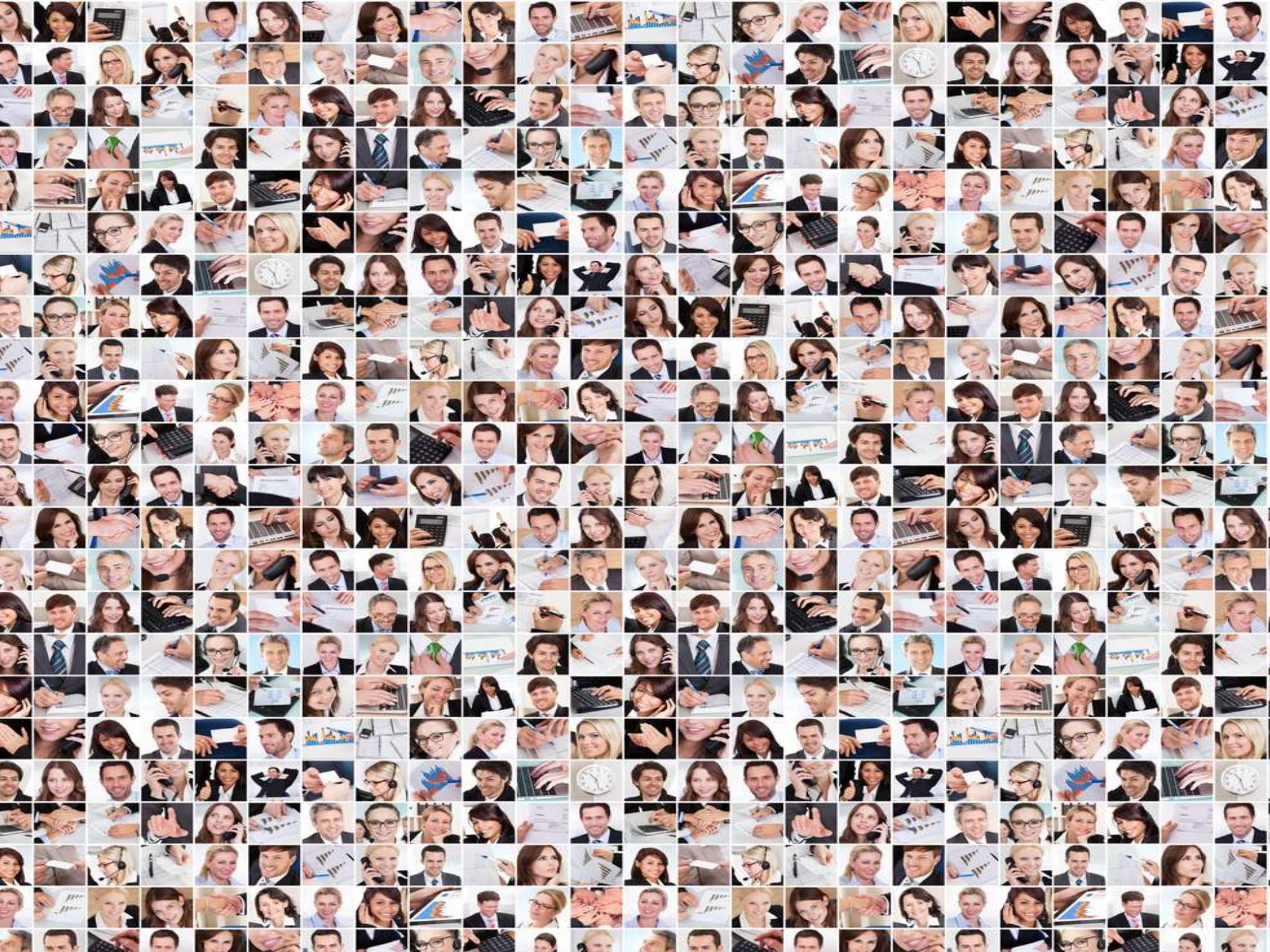
What do you see?





## What matters most?

An Investor in Excellence understands and has clearly defined the core purpose of the organisation as well as a clear vision of its future. It understands what is critical and how the organisation should achieve its goals.





What  
Matters  
Most

# Focused Business Improvement

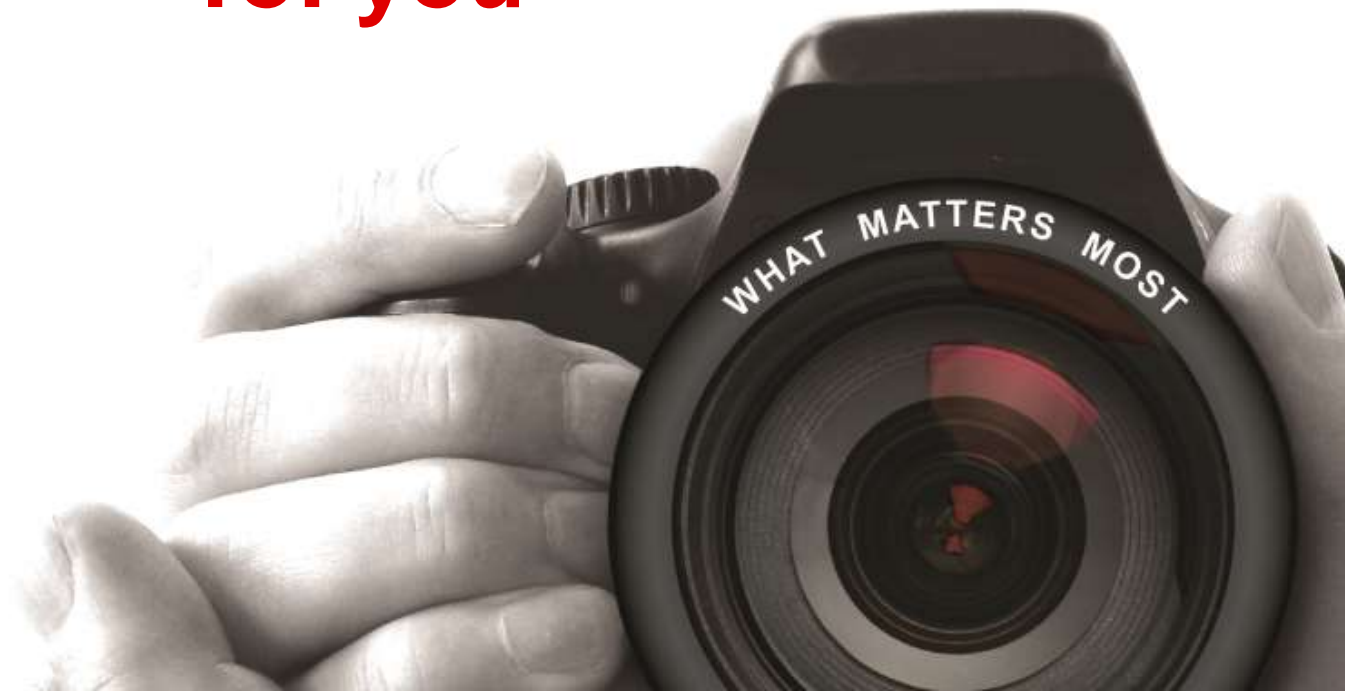


**Focus**

**To: your organisation**

**To: your role**


**To: you**



# Is it worth it? ...

Our involvement with Investors in Excellence is one of the best decisions we have made



Read more case studies 

We believe no matter what type of business you work for you would benefit from working with the expert team at Investors in Excellence



Read more case studies 



19:1 ROI

Externally audited  
Over 7 years

A natural blue print in our constant search for improvement in all that we do



Read more case studies 

The recognition from Investors in Excellence reinforces to us and other industries how serious we are about quality



Read more case studies 



Thank you



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17 July 2013



- ▣ Leading
- ▣ Resourcing
- ▣ Delivering
- ▣ Achieving

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