

ONLINE DIAGNOSTIC AND SIGNPOSTING TOOLS

Intelligent self-service diagnostics



RESULTS (7 of 7)

average score

operations
delivering quality & customer service

11

7.1 How do you use ICT to improve the customer experience (Information and Communication Technology)?

7.2 How do you ensure that you produce and deliver high quality products and/or services?

7.3 How do you measure how satisfied your customers are with your products and/or services?

7.4 How do you manage the quality of your suppliers?

actions

Put in place a formal quality review process, and train a number of inspectors from within the business. Move to a more proactive approach to quality by establishing cross-functional quality teams seek ways of driving quality upwards.

Develop closer relationships with your suppliers - share with them your production/delivery schedules so they can anticipate your needs well in advance. Work together to identify areas for improvement in quality and performance and support them wherever possible.

Set customer satisfaction targets and agree timescales and process for measuring your performance against them across the business. Think about customer retention, failure rates, delivery timeliness, accuracy of orders, returns, waiting times etc. and look for any trends or anomalies which may require attention.

Explore the opportunity to introduce a full CRM (Customer Relationship Management) system which pulls together transaction history and customer information into one

events

Introduction to the Management

Visit [VirtualAdviser](#) This one day course covers a comprehensive range of principles of Project Management. Organized by AC275 + V&A, Coventry, Leamington Spa, Warwick & Walsley councils.

Logos of Mobile Business

Visit [VirtualAdviser](#) The Local Business Awards 2014. A logo

PRODUCTIVITY

12

how do you measure up?

productivity results

ratio	your performance		median performance
net profit margin	13%		3.76%
value added as % sales	34.14%		39%
turnover per employee	£106,667		£36,560
profit per employee	£13,333		£1,374
value added per employee	£36,400		£45,200
average staff costs	£20,067		£15,915
sales growth	60%		6%
profit growth	150%		35%

about the results

Try out our demonstration version of VirtualAdviser® visit: staffordshire.virtual-adviser.com

Generate leads for your Growth Hub and provide targeted business and skills diagnosis and signposting 24-7. In 15 minutes or less businesses and individuals will access a powerful diagnostic and signposting report.

The challenge for Growth Hubs is how to deliver an excellent customer experience with limited resources. One proven way of getting more from less whilst still providing a powerful experience is to use our Virtual Adviser® and Skills Needs Analysis™ tools.

Both tools are customisable, generate leads for your Growth Hub and provide targeted business and skills diagnosis and signposting 24-7. In 15 minutes or less businesses and individuals will access an output report providing:

- > A quick and powerful diagnostic and signposting experience.
- > Automated advice on areas for development.
- > Details of relevant local support and events.
- > Signposting to targeted partners and online resources.
- > Personalised action plans tailored to the business or individual support needs.
- > Impact assessment of skills and business support interventions.

Try out our demonstration version of VirtualAdviser® visit: staffordshire.virtual-adviser.com

CASE STUDY:

Invest Northern Ireland

Invest Northern Ireland use both our Virtual Adviser® and Skills Needs analysis platforms to support businesses and individuals right across Northern Ireland.

Virtual Adviser® has so far helped over 1500 businesses to improve across a range of management competency areas. The tool also enables a range of financial results to be compared against other enterprises in the same sector.

The Leadership and Management Skills Assessment is targeted at raising leadership and management skill levels across all industries. To date, over 1000 individuals have completed a personal development plan.

Invest Northern Ireland have called the tools Business Diagnostic Report and Leadership and Management Skills Assessment. They can be accessed by visiting <http://www.nibusinessinfo.co.uk/businessdiagnostic>



Business get an in-depth business improvement report generated in less than 15 minutes.



FOR MORE INFORMATION CONTACT: