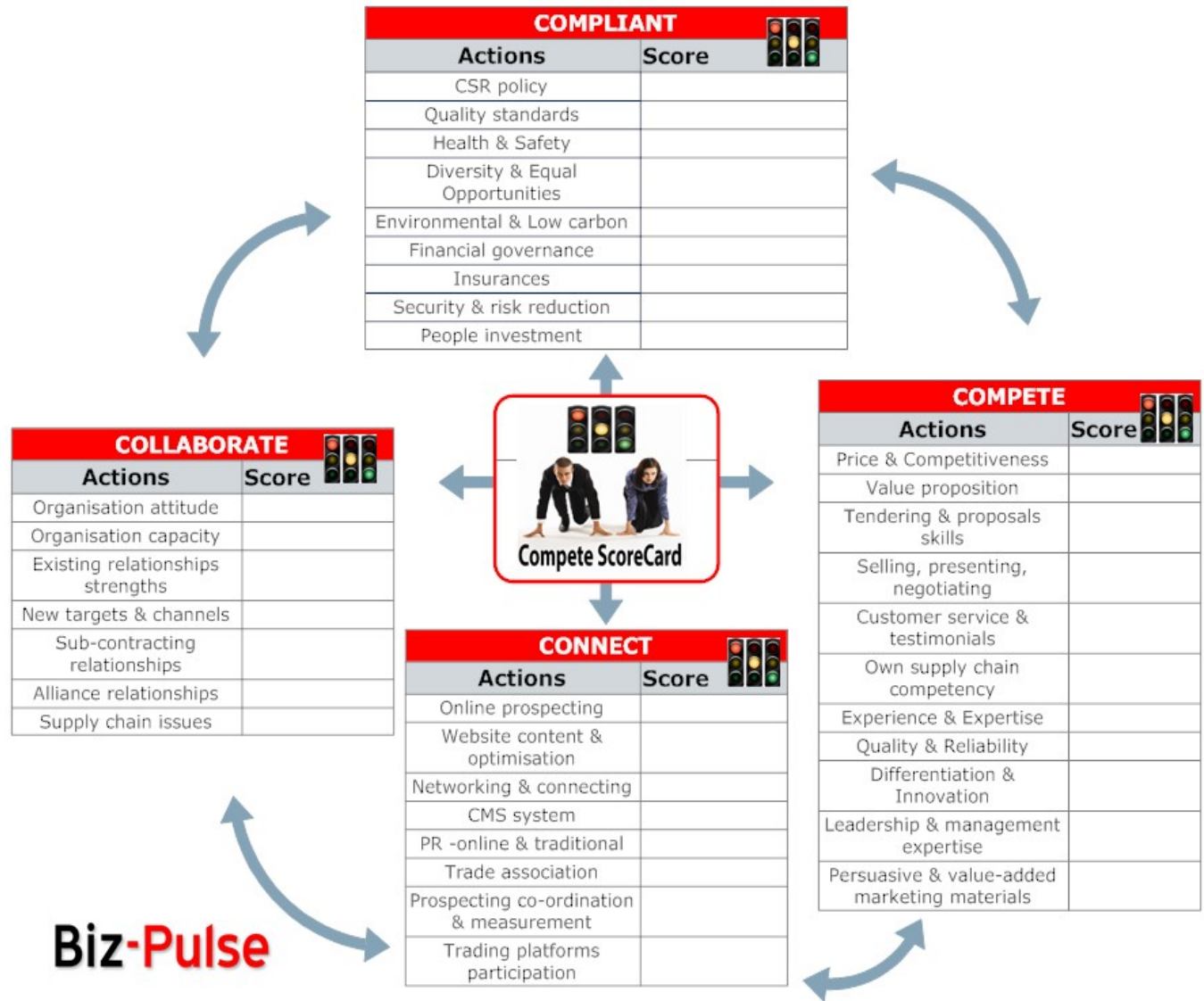


**COMPETE 2010**



The Indicators and Targets behind the Compete 2010 Scorecard powered by Biz-Pulse for BizVision Ltd

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To be measured against

<b>On target</b> <b>Effective</b> <span style="font-size: 2em;">2</span>	<b>Near target</b> <b>Reasonable</b> <span style="font-size: 2em;">1</span>	<b>Well below target</b> <b>Improvement priority</b> <span style="font-size: 2em;">0</span>	✕
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Template	Compete Scorecard		SCORE	SCORE	SCORE
Perspective	<b>COMPLIANT</b>		2	1	0
Management Indicator	Management Indicator Target				
1.1	CSR Policy	The organisation has a CSR policy built into business purpose and strategy to maximise profit and minimise negative environmental and social impacts			
1.2	Quality Standards	There are quality control and customer feedback processes to ensure high levels of customer satisfaction			
1.3	Health and Safety	Health and Safety procedures and requirements are in place to cover employees working in all buildings and equipment, ICT and use of materials.			
1.4	Diversity	The mix of people employed meets legal, and any contract, requirement for gender, ethnicity, age or disability			
1.5	Equal Opportunities	Equal opportunity is provided for all employees and, where appropriate, for clients in certain types of business.			
1.6	Environment & Low Carbon	Minimise utility consumption and waste, eliminate pollution, recycle waste and use recycled products			
1.7	Financial Management	The organisation has strong accountancy and financial management with an effective IT management information system.			
1,8	Insurances	Current insurance policies are in place to cover all appropriate risks to the organisation, its people and its assets			
1.9	Security and Risk Reduction	Leaders identify market, operational and security risks facing the business, reduce risks and maintain security			
1.10	People Investment	The organisation has all the people it requires and invests in their development to ensure there is the knowledge and experience required to meet the needs of the business.			
1.11					
1.12					



Compete Scorecard			SCORE	SCORE	SCORE
Perspective			2	1	0
Management Indicator					
Management Indicator Target					
2.1	Value Proposition	The organisation clearly articulates its value proposition for goods and services and has a strategy in place to strengthen the value proposition.			
2.2	Differentiation & Innovation	The organisation seeks dramatic differentiation from its competitors by developing and introducing new products and services at frequent intervals.			
2.3	Price and Competitiveness	Pricing is competitive and balanced to optimise the sales mix to maximise profitability and maintain growth at a sustainable rate			
2.4	Tenders & Proposals	Tender opportunities are carefully considered with proposals setting out what the prospective client is seeking, competitively.			
2.5	Sales Presentations	The organisation has the personnel, skills and equipment to market and sell effectively the goods and services offered using personal relationships where appropriate			
2.6	Customer Service & Testimonials	The organisation maintains contact with all customers and provides a high level of customer service supported by regular customer surveys and a testimonial management system			
2.7	Quality & Reliability	The organisation meets appropriate quality standards. Low levels of credit notes and satisfied customer feedback demonstrate high product and service quality and reliability.			
2.8	Suppliers	The supply chain supporting the provision of goods and services is competent and reliable with the organisation constantly seeking innovation and price improvement			
2.9	Leadership & Management	The organisation has effective management expertise, leadership, a balanced and competent executive team with succession planning in place			
2.10	Experience and Expertise	95% or more of employees have the experience, skills or qualifications required to discharge their responsibilities			
2.11					



			SCORE	SCORE	SCORE
Perspective		<b>CONNECT</b>	2	1	0
Management Indicator		Management Indicator Target			
3.1	CMS System	The organisation has an effective, up to date, customer management system which provides access to all customer records and comments			
3.2	Website	The organisation has a well designed, up to date website to promote its products and services.			
3.3	Online Prospecting	The organisation actively seeks to maximise its Internet exposure through site linkage and portal opportunities and uses the Internet, effectively, to identify potential customers			
3.4	Trading Platforms	The organisation identifies and joins trade and other associations that manage trading platforms on the Internet that can improve the organisation's trading opportunities			
3.5	Marketing Materials	Marketing materials are cost effective in gaining new customers and driving business growth			
3.6	Networking	Those who lead the organisation are well connected and can access events that provide the opportunity to learn about potential business opportunities			
3.7	Trade Associations	The organisation is a member of all trade associations that are relevant to its business activities and monitors activities, news and articles.			
3.8	Marketing Success	The organisation measures its conversion ratio of tenders and quotations to business success which is to acceptable levels			
3.9	Public Relations	News is provided on-line and to the media so that the organisation is well respected, has a professional image and favourable media comment.			
3.10					
3.11					
3.12					



Compete Scorecard			SCORE	SCORE	SCORE
Perspective		<b>COLLABORATE</b>	2	1	0
Management Indicator		Management Indicator Target			
4.1	Organisation Attitude	The organisation's leadership and management team ensures that everyone is orientated to working positively with others in collaboration.			
4.2	Organisation Collaboration	The organisation has a positive attitude to partnership working, understands what a good partnership requires and has the ability to be an effective partner.			
4.3	Partnership Working	Existing working relationships and partnerships are strong and co-ordinated			
4.4	New Marketing Channels	Existing relationships and marketing channels are constantly reviewed to identify additional routes to potential partnerships			
4.5	Sub-Contractors	Sub-contractors deliver to specification and add value to customer relationships,			
4.6	Partnership Agreements	All partnerships and alliances have a written working agreement which sets out the terms of the relationship.			
4.7	Supply Chain Flexibility	The organisation reviews, where possible, the effectiveness of suppliers to alliance partners to identify scope for improvement in its own suppliers.			
4.8					
4.9					
4.10					
4.11					
4.12					

Add up your scores! How will you improve your scores in the next 90 days?