

David Phillips (Chief Executive, Wales Quality Centre) has agreed to the current Heads of the Valleys Innovation Award winners being considered as hosts for best practice visits to support the national 'Inside Welsh Industry' Programme ([www.insidewelshindustry.org.uk](http://www.insidewelshindustry.org.uk)). The Wales Quality Centre delivers the Programme on behalf of the Welsh Assembly Government.

Please take a few moments to reflect on the following questions if you would like to be considered as a host. Please complete the brief form on page 2 and return to: Phil Burkhard, on behalf of the Welsh Assembly Government (see below), if you would like WQC & WAG to assess your application for this pilot involving the Heads of the Valleys.

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### **1. What is the Inside Welsh Industry Scheme?**

This programme of best practice visits, delivered by the Wales Quality Centre, provides an opportunity for any organisation to learn from successful businesses both large and small.

Visits provide the opportunity to discuss best practice initiatives first hand, solve business problems and exchange best practice, network and meet like-minded people to develop business links. Best practice is showcased by businesses that are both Welsh / UK based.

### **2. What does a best practice visit involve?**

The host organisation may provide any combination of a site visit, presentation, video, demonstration or discussion involving up to 10 delegates. This is focused on one or more areas of expertise / exemplars of best practice, examples include: people development, customer service, marketing, process improvement, management system implementation (9001/14001/18001) encouraging innovation. There are many others, to view them please visit [www.insidewelshindustry.org.uk](http://www.insidewelshindustry.org.uk).

Areas that are not included are the use of proprietary software packages and core business services without one or more of the features listed above.

### **3. What type of organisations host best practice visits?**

British Airways, The Patchwork Traditional Food Company, Picture Financial, SA Brains, Toyota, Marriot Hotel, Sony, 3M and Cardiff International Airport. Please see [www.insidewelshindustry.org.uk](http://www.insidewelshindustry.org.uk). This pilot, however, is extending the opportunity for smaller businesses / SMEs to be considered. Completing the form, however, does not guarantee participation as a host.

### **4. What are the benefits of attending a best practice visit?**

The benefits noted on the website include an opportunity to: generate innovative new ideas for your business, drive improvement and achieve results, release the potential of your workforce and network with others facing similar challenges.

In addition, meeting the host may provide you with future business opportunities.

### **5. What are the benefits of hosting a best practice visit?**

For example: showcase your business, make new business contacts, provide recognition and development opportunities for your employees. Help change perceptions of the HoV region.

### **6. What commitment would you be expected to make to act as a host?**

WQC are responsible for marketing, booking and evaluation. WQC will always contact you to arrange a bespoke visit i.e. a convenient time for any interested organisation to visit you.

**7. What is the cost of hosting a best practice visit?**

The cost involves your time, although bespoke visits are usually shorter than public visits (half-day) to large organisations. Refreshments are at the discretion of the hosts.

**8. What is the cost of attending a best practice visit?**

There is normally no charge involved with a bespoke visit

**9. What are the next steps if you would like to offer to host a best practice visit?**

- 1) You must attend at least one best practice visit first,
- 2) Complete the brief form below and return to Phil Burkhard,
- 3) WQC and WAG will then be copied with the form to assess the applicant's suitability,
- 4) WAG Programme Manager has the right to veto any request,
- 5) Subject to a positive outcome and WAG approval the WQC will then arrange a meeting with you to assess the suitability of what you propose.

<b>Application to host an IWI bespoke best practice visit</b>	<b>Date</b>	
Organisation name		
Date started trading		
Number of employees		
Annual turnover		
Your name		
Job Title		
Address		
Telephone No.		
Email id.		
Website		
Best practice visit that you attended		Date
What did you gain from the visit?		
HoV Innovation category you won		Year
Provide an overview of your organisation (no more than 100 words) to go on the IWI website		
Areas of expertise / exemplars of best practice (e.g. what you won the award for) that will form the focus of the visit. See question 2 above.		
What would delegates obtain from attending a potential visit?		
Provide an overview of your proposed site visit (no more than 100 words) to go on the IWI website		
<b>Please email the completed form to:</b> Phil Burkhard at <a href="mailto:phil.burkhard@merthyr.gov.uk">phil.burkhard@merthyr.gov.uk</a> or contact 01685 725469 if you have any queries.		
<i>Reviewed by HOVIP</i>		<i>Date</i>
<i>Reviewed by WQC</i>		<i>Date</i>
<i>Reviewed by WAG</i>		<i>Date</i>
<p>The Wales Quality Centre are a not-for-profit registered charity with a mission to promote continuous improvement in Wales (see <a href="http://www.walesqualitycentre.org.uk">www.walesqualitycentre.org.uk</a>)                  The Heads of the Valleys Innovation Programme (HOVIP) aims to increase the capacity for innovation in businesses in the region (see <a href="http://www.hovip.org.uk">www.hovip.org.uk</a>)</p>		

**Inside Welsh Industry**  
a programme for people in business



**HOVIP**  
Heads of the Valleys Innovation Programme