

Funding Bodies

Characterised by:

- Articulating clearly what they want to achieve.
- Working with suppliers to agree how objectives will be best met.

SMART Ltd.

Business Support Company
(Any status)

Leadership

Board Fully Involved

Setting a few big, hairy, audacious goals and being prepared to go anywhere to resource them.

Core Principles

Quality

Doing what is right to achieve the goals.

Partnerships

Working with those that share the same corporate goals.

Customer Focus

The approach recognises that the needs of customers are all different with a flexible delivery model.

Measurement

React to outcome achievement and use performance indicators to improve.

Processes designed to deliver the corporate goals.

ACCESS

Working with a wide range of partners to stimulate the demand for and access to business support.

IMPACT

Proactively searching out those businesses that will benefit from services and contribute towards the corporate goals.

Finance

Income linked to the achievement of the objectives.

SMART Ltd behaves like a risk tolerant independent business firmly outside of the public sector but providing a service to it.