



**BRIEFING
& CASE
STUDIES**

**MEASUREMENT SYSTEMS FOR
CONTINUOUS PERFORMANCE IMPROVEMENT**

QLBS.com provides measurement systems that allow any organisation to implement a continuous performance improvement system. The core engine can be easily modified to evolve with changing organisational needs. Through tailored software and specialist consultancy solutions, QLBS.com provides opportunities to measure and monitor organisations, empowering managers with the knowledge

to make informed decisions on their journey to performance excellence.

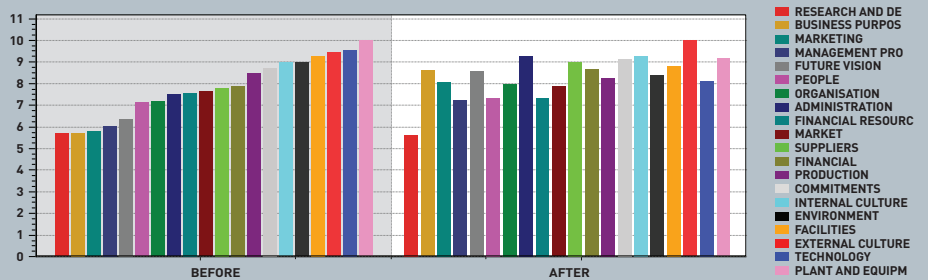
Unlike conventional business measurement systems that focus on historic financial indicators, QLBS.com provides solutions that measure the entire organisation, enabling management to build and monitor organisational capability that delivers the required visibility.

Measurement systems for:

- Incubation
- Government-Central and Local
- Trade Promotion Organisations
- Economic Development Agencies
- Investment Attraction Agencies
- Tourism Promotion Agencies
- Social Development, Health and Education



**HOW CAN QLBS.com
ENHANCE THE
EFFECTIVENESS OF
INCUBATION, TRADE &
ECONOMIC ASSISTANCE
AGENCIES?**



The effectiveness and value addition of TPO's, EDA's, Incubators and indeed International Aid Agencies is often difficult to measure. Industry assistance programmes, trade and market development interventions, and training programmes can not easily be assessed and enhanced.

QLBS.com can help you to implement performance measurement solutions of any scale that can be used to easily monitor

the performance of your clients and the effectiveness of your own service delivery to them. Over time, service offerings, assistance programmes, and interventions can be enhanced to better match the needs of your community, and the impact quickly assessed.

The QLBS.com Universal Continuous Performance Improvement system is configured on a software enabled database. Performance measurement data capture,

analysis, reporting, and improvement planning can be rapidly collated, shared, and implemented across entire communities of operators.

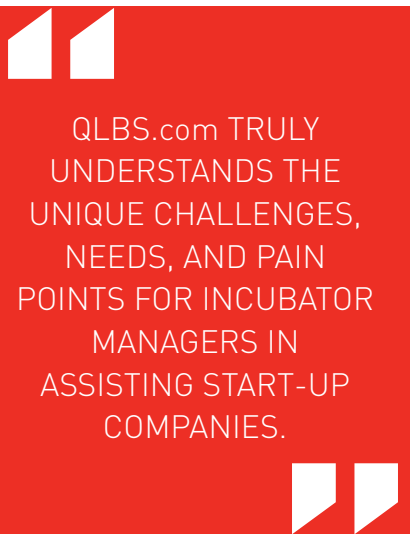
QLBS.com offers a range of capture and hosting options allowing easy implementation and broad user access. WebQ, for example, is an internet hosted option ensuring availability to anyone with internet access.

NBIA PARTNERS WITH QLBS.com TO ASSIST INCUBATORS AND THEIR CLIENTS

The National Business Incubation Association (NBIA) has formed a partnership with QLBS.com Ltd to provide specialist continuous performance improvement systems and related business services to member incubators and their clients. Under the agreement, NBIA member business incubators and their client companies will receive discounted rates on QLBS.com software and services enabling measurement, focused management and monitoring of both the incubator and small business performance. Proving the contribution of incubators to business success is challenging and difficult. Use of QLBS.com system will allow incubator managers to assess their own incubator performance against a best practice model (Qincubate criteria) and give a complete picture as to whether incubator facilities and services are effective in producing successful companies. (Qfitness criteria.)

QLBS.com prides itself on being at the forefront of technology systems that measure, monitor and manage leading indicators of organisational performance. By providing easy access to web and PC based tools and business services, QLBS.com makes it possible for NBIA members to evolve best practice and accelerate and measure the growth of incubating companies. Access the assessment software at the NBIA conference in Seattle by visiting our stand, and visit our website www.qlbs.com to take the self assessment.

The partnership is one of several offered to NBIA members and their client companies through the NBIA Partner Programme, which is undergoing a renaissance. "NBIA has revitalized its Partner Programme to identify only those companies that can provide services our members need," said Dinah Adkins, NBIA's president & CEO. "These services provide solutions to incubator managers' challenges and save them and their clients money."



**KEITH PHILLIPS
PRESIDENT
QLBS.COM**

QLBS.com COMBINES WITH INDIAN IT LEADER TO OPEN UP NEW PERFORMANCE IMPROVEMENT MARKET — AUGUST 2006



CMC Ltd., a member of the TATA group, has joined forces with QLBS.com to open up a whole new category of IT based organisational assessment and performance improvement.

The Partnership Agreement outlines the intent of the relationship to work together to sell, install and support performance improvement systems. The initial focus is on India but rapidly expanding internationally.

Mr Ramanan CEO of CMC said "in looking for world class technology to enhance performance improvement, we recognised that QLBS.com software could not only help our company but also enable India to grow the capability required to sustain growth across all industry sectors including, telecommunications, banking, retail and infrastructure development. All companies are striving to continuously improve in a competitive environment and here we found

a unique engine that would seriously improve performance."

"CMC with 3,500 employees and its partner company Tata Consulting services with 50,000 employees offer not only a significant customer base and sales force but also the consulting support and back up that will enable QLBS.com to take on large customers and markets." said Keith Phillips, the President of QLBS.com. "The ink is hardly dry on the partnership agreement and already we have been introduced to over 30 of their largest customers in both Mumbai and Hyderabad."

Steve Lewin the Founder of QLBS.com added "CMC clearly understand the potential of IT to accelerate continuous improvement and advance productivity gains, resulting in rapid growth of knowledge."

CMC Ltd based in Mumbai is a listed company with revenues of over \$300 million. Its latest quarterly results show a 73% growth and its CEO Mr Ramanan, has just received the prestigious Rajiv Gandhi Business Excellence Award. CMC Ltd is 51% owned by the TATA Group.

CASE STUDIES

NEW ZEALAND TRADE AND ENTERPRISE: BUILDING A BUSINESS INCUBATION INDUSTRY

CHALLENGE: To build an incubation industry that would leverage public investment in R&D, stimulate innovation and entrepreneurship while developing a pipeline of high growth innovative international businesses. A target of 20 graduations p.a. by 2006 was set. Further challenges of being globally connected, having high impact on limited funding and becoming self-sustainable were also set for the New Zealand Incubation Industry.

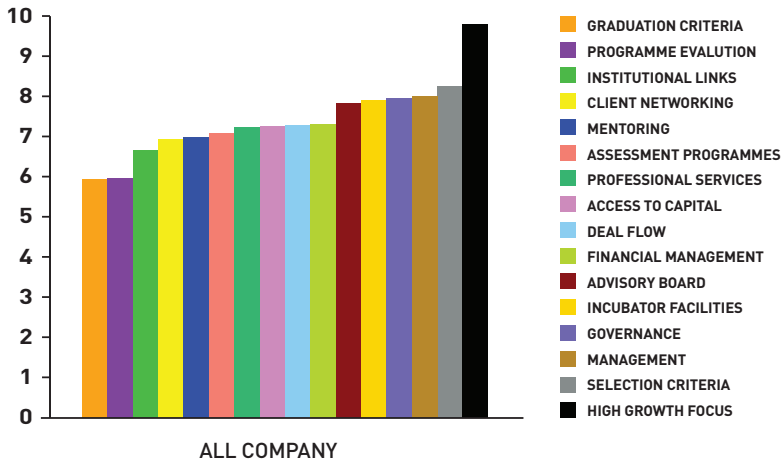
SOLUTION: QLBS.com adapted the QIncubate tool for assessing firm capability of incubators

basing the questionnaire on NBIA best practices. The QLBS.com software was designed to produce a weighted score based assessment presenting and interpreting data to identify industry standards and facilitate benchmarking. The software encourages continuous performance improvement, and helps set funding related goals where necessary

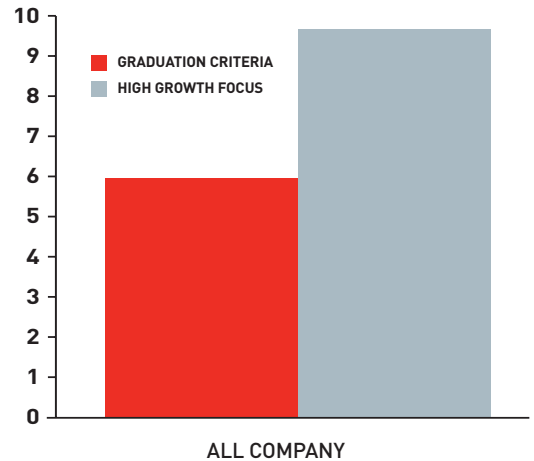
RESULT: New Zealand incubators have undergone the performance assessment process supported by QLBS.com criteria and

software over the past 3 years which has led to greater understanding of the incubator market. "We have learned that incubators are like the start-ups and entrepreneurs they nurture. Good systems, processes and operating standards are as important to incubators as the companies they grow. A good assessment will influence NZTE funding. The benchmarking stirs competitive juices, hence we have seen year-on-year improvement, and rising standards across the industry." Said Richard White, Manager Incubator Development, NZTE.

AVERAGE SCORES BY DIMENSION



LOW HIGH SCORES BY DIMENSIONS



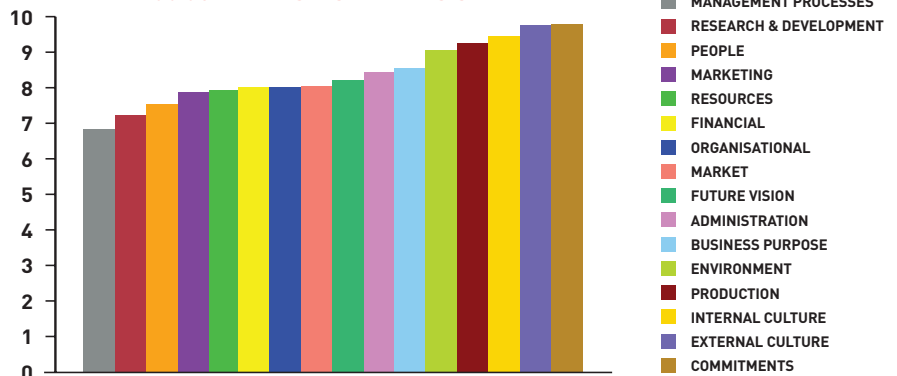
MAURITIUS

CHALLENGE: The Mauritius government was facing increasing competition in major export industries and undergoing rapid and extensive deregulation which would threaten massive closures. The government needed a support system to help businesses survive the transition.

SOLUTION: QLBS.com were engaged to deliver a series of workshops which gave the National Productivity and Competitiveness Council an accurate picture of the true nature of the risks facing Mauritian business and simultaneously trained their team of consultants to carry on the process.

RESULT: Every participating business has completed an assessment indicating the

NPCC COMPANIES RISK ANALYSIS



priority areas for capability development. Individual client development plans focus on specific projects and interventions aimed at helping improve their performance.

Government and businesses have an accurate picture of strengths and weaknesses and are designing specific strategies to maintain their businesses in the new deregulated economy.

CASE STUDIES

SOUTH PACIFIC FORUM

CHALLENGE: The Pacific Forum is an Association formed by 16 Pacific Island States to build regional capacity and capability. Building successful businesses in the region requires business people to understand what capability is required to be competitive and then how to acquire this capability across the region. They don't want theory they want tools that will enable continuous improvement.

SOLUTION: Run a series of workshops throughout the region that will provide the Economic Development Agencies with the tools that enable them to identify what they need to do to improve their business functionality and then link these tools to the World Bank SME toolkit which provides some of the solutions. These tools would all be made available via the internet so that knowledge

transfer, benchmarking and a regional strategies can be developed. In addition the business capabilities can be cross compared to the work done amongst the Maori and Pacific Island businesses of New Zealand.

RESULT: Workshops have been held in Fiji, Samoa and Tonga, that complement the work done in NZ among the Pacific Island and Maori business of New Zealand. In the process of training up the Business development managers of those islands a database of businesses has been developed that give early indications of the regional requirements for business capability. More significantly the Business Development community has been trained and given the tools that will help in the continuous improvement of local businesses.

CAPE COD ENTRECENTER, USA

CHALLENGE: Cape Cod's advisors did not have a consistent approach to consulting. Because consultants' perceptions were skewed to their own area of expertise, the assessment was subjective and did not always pick up the most critical issues facing the client.

SOLUTION: We installed Q100 software and QFitness criteria to assist consultants to assess clients across the full spectrum of strategic performance in a uniform process.

RESULT: Cape Cod now have an objective and consistent system which shows CEOs shortcomings in their business, what they need to work on, and strengths they can leverage.

SINGAPORE MANUFACTURERS' FEDERATION (SMA), ECONOMIC DEVELOPMENT CENTRE

I WANT TO THANK YOU AGAIN ON BEHALF OF EVERYONE AT EDC@SMA. I AM SURE THIS IS THE START OF GOOD THINGS BETWEEN QLBS.com AND EDC@SMA AND I LOOK FORWARD TO THEM ALL."

VICTOR YEOW
DIRECTOR/MANAGING
CONSULTANT, EDC@SMA,
SINGAPORE

CHALLENGE: Singapore's Economic Development Ministry (SPRING Singapore) appointed SMA as one of the country's two pioneer Economic Development Centres (EDC). The EDCs provide all SME support functions. A primary service is business diagnostics. An extensive search by SMA found QLBS.com provided the best platform to be scaled over a long period of time. Key benefits included cross-industry capability, benchmarking and analysis and automatic report generation.

SOLUTION: SMA worked with QLBS.com to develop a business diagnostic services programme using Q100 software and QFitness criteria. The first group of 8 accredited consulting organisations have received training.

RESULT: SMA is gradually expanding the programme and expects to hit an initial target of 2000 support diagnostics. An extension platform WebQ is planned for web based self assessment.



WE SOUGHT A PROGRESSIVE TOOL THAT WOULD ASSESS THE BUSINESS' CURRENT STATE AND FUTURE NEEDS, ENABLING US CREATE AN EFFICIENT, COMMUNITY-WIDE SUPPORT SYSTEM TO HELP GROW BUSINESSES. QLBS.com IS AN IMPORTANT PART OF THAT SYSTEM

WENDY NORTHCROFT,
CEO, CAPE COD
ENTRECENTER, USA