



INVESTORS IN PEOPLE
Scotland

Name: Point 1 Technologies Limited
Size: 14 employees
Location: Stornoway, Isle of Lewis
Website: www.point1.co.uk
Status: Achieved Investor in People accreditation in April 2007

Background

Point 1 Technologies Limited was formed in April 2006 due to a management buyout from the previous owner. Based in Stornoway in the Outer Hebrides, the company provides a retail presence in both Stornoway and Balivanich, supplying company and office products.



“Investors in People has helped us become more professional in what we can deliver and how we present ourselves. As a result we can compare ourselves nationally against more well known names.”

Donald Macaskill, Managing Director

Why Investors in People?

“On initial research into Investors in People we realised that this was a recognised standard that we could put in place to fine tune our commitment to customer care and invest in the people who make our company a company; our staff.

By achieving Investor in People accreditation we would know that we were on the right path to meeting customer and employee requirements and would have to attain the standards we have achieved while at the same time continually improving.”

How does Investors in People fit in with your plans for the business?

“Basically I realised that I don’t have all the answers and it made sense to use the resources around me to find the answers.

Our company has followed the model from an early stage and has been able to grow quite rapidly in a short space of time. This has also enabled us to contemplate grand expansion plans for the near future. Investors in People gives us something to refer to, guiding us to what we should do and when we should do it.

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It has helped that the employees and company have always had high standards too. By involving the employees in an Investor in People organisation we have reaped the rewards. We are able to say "This is what we think. Now what do you think?"

What is your overall philosophy about your relationship with your staff?

"I do not keep anything about the progress of the company from our staff. We have weekly meetings where I encourage staff to have input no matter how small or irrelevant that they think it might be. Due to this relationship our staff have a better grasp of the bigger picture and through teamwork can help to move the company forward. At the end of the day there is normally more to an individual than meets the eye (our staff are not just what their individual job titles say) and some fantastic ideas have been created during these meetings from the unlikeliest of people. My staff are appreciated very much for this and know it; they are one of the most valued assets to my company."

One of the reasons given for going ahead with the IIP review was partly to acknowledge staff of their contribution to the success of the business after the takeover. How successful do you feel that was as an exercise?

"Highly successful. The clearest indicator is that we have maintained a *one hundred per cent retention* of staff whom we took over the business with. They are that little bit more committed to the business. The structures that we've put in place with Investors in People have also meant that we've been able to raise salaries across the board. Investors in People fits in with the requirements of the business and the staff."

You've said that the business "punches above its weight". How does IIP support that?

"Simply by having a process to follow, we are more organised as a result. We can break things down to very simplistic terms (Plan – Do – Review) and do what we need to do to get results. We provide I.T. support for clients in Texas, Florida and across North America and have a good relationship with our clients. A lot of our success comes from how we're organised and able to do this. Our success is a direct reflection of the business at the end of the day."

How has achieving Investors in people affected you as a business locally / in the industry? (More competitive?)

"There is no competition of our size locally, with the only competition coming from individuals. Part of this success is due to the way that the Investors in People model has helped us grow. Investors in People has helped us become more professional in what we can deliver and how we present ourselves. As a result, we can compare ourselves nationally against more well known names."

What would you say to any organisation considering Investors in People?

"Go for it. It's something you will never regret and is well worthwhile. It is not just a plaque to look good on the wall, it is a learning process about how to value your staff and bring the best out in them."

