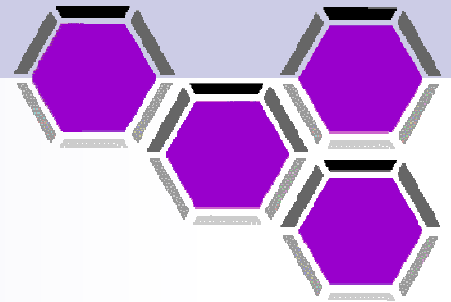


# The ILCM Community Interest Company

## How to make ILCM™ part of your Continuous Improvement System



### Why ILCM is the ideal framework for Continuous Improvement

**Nigel Paul, Continuous Improvement Leader,  
ILCM Community Interest Company**

#### Protecting Your Investment

“ILCM is great for developing your capability, whether you are a small community group or a large voluntary organisation with large numbers of staff. It really can help you leap forward.

“After you have made improvements, how do you know that they will be embraced by your team? Can you be sure that everyone will continue to be involved in ongoing improvement?”

#### The Continuous Improvement Cycle

“This is where the Continuous Improvement Cycle comes in. We’ve set up the ILCM system so that you can continue to use the Health Check and Improvement Plan long after you’ve got your certificate.

“We recommend that your team, committee or trustees regularly review your Improvement Plan and work as a team to look at innovative ways of working and to solve issues—before they become a problem. What better way to impress your beneficiaries, end users, potential funders than by showing your intent and determination to constantly improve your organisation?”

#### Support for Continuous Improvement

“ILCM Community Interest Company and its partners provide substantial support aimed at supporting you, your team and your organisation. We recommend that you make use of these resources including ILCM toolkits, guides, information updates, Inter-Link forums, member information and events.

“Finally, we suggest that you look at being accredited to the next level of the Model !”

#### Tips and Hints

- ◆ Check that the actions from your ILCM Improvement Plan have been completed.
- ◆ Get all your team and committee members trained in ILCM.
- ◆ Set up a system of continual review to capture issues and resolve problems.
- ◆ Set aside at least one special meeting per year to look at what particular areas of improvement you’d like to concentrate on.
- ◆ Make use of the ILCM web site and toolkits to see how they might benefit your group or organisation.
- ◆ Make and retain records, minutes, action and check lists: This is really important evidence for funders and commissioning bodies—it shows that you mean business, helps you minimise future problems and shows that you have taken steps to eliminate errors.
- ◆ Work towards the next level of the ILCM Model.
- ◆ Keep ILCM at the heart of the way you work!



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**ILCM: The way ahead for voluntary and community groups**