



**Isle of Man
Government**

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BUSINESS SUPPORT SERVICE CONTENTS

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Unlocking Your Potential



The Business Support Service

The **Department of Trade and Industry** offers a comprehensive range of specialist advice and financial support for local businesses through the successful Business Support Service (BSS).

The BSS covers ten key disciplines where accredited specialist consultants work with you to provide relevant business solutions for your improved competitiveness in today's global marketplace. They are:

- Business & Financial Management Controls
- Business & Strategic Planning
- Design
- E-Business
- Environmental Efficiency
- Human Resource Development
- Information Communication Technology/ Information Systems
- Marketing
- Operations Management
- Quality

Funding

The DTI will fund 50% of the total project cost up to a maximum total of £9,000. The maximum grant you will receive from the DTI is £4,500 per discipline per project. You will be responsible for the other 50% of the project costs. Assistance will be given to eligible businesses, which fall within the remit of the scheme. Your eligibility will be determined at your Business Development Consultation.

Business Development Consultation

A Business Development Consultation (BDC) is a confidential meeting between an experienced Business Development Consultant and you as the business owner or manager. The meeting will discuss business aims, plans, operations and ways in which DTI can help your business become more efficient, more competitive and more profitable.

Any business in any sector is able to have a free BDC.

Business managers which undertake a BDC tell us that a few hours spent discussing their business with an experienced DTI Business Development Consultant is invaluable. For many it is the first time anyone has given their business an impartial review.

The Business Development Consultant prepares a report determining what assistance, if any, you would be eligible for and which discipline(s) are most applicable. Should you wish to have more than one project the Business Development Consultant helps you to order and prioritise your projects in the most effective way.

He will also advise you on how best to take advantage of the BSS and also alert you to other forms of help available, which may be appropriate to your needs, from the public or private sector. You will receive a copy of the BDC report.

The Business Support Service Scheme Manager

Next, the BDC report is sent to Academic Enterprise at Salford University, which manages the Service on behalf of the DTI.

They will match your needs to one of our accredited consultants, or if you have already identified an accredited consultant, you may request that this preferred consultant undertakes the project.

The Scheme Manager will oversee and approve the Terms of Reference agreed between you and the consultant to ensure that you get the best help on offer. The Terms of Reference will contain a project costing, and a detailed programme of work together with a work schedule, against which the project can be monitored.

Academic Enterprise will assess the overall project and be available to help at all times.



Business Support Service Costs

The business review by the BDC is free.

If you are eligible for support from the DTI, you will have to pay, from your own resources, one half of the cost agreed between you and the consultant, of any subsequent consultancy. The DTI will pay the other half up to a maximum of £4,500 + VAT. The BDC will determine if you are eligible for support.

If you are not eligible for support you may still make use of the scheme but will have to pay all the costs of the consultancy.

Eligibility

The Sectors most likely to be eligible for assistance are:

- Manufacturing
- Service based businesses

The overriding factor is that your business should be supplying a product or service to persons **outside** the Island.

An applicant can be an individual, single company, partnership or part of a group.



Mentorship

You may apply for mentorship within the Business Support Service, during the project or after the project, provided you contact the Scheme Manager or the DTI within six months of the day your project starts.

Up to three hours will be provided and the mentorship will be conducted by the Business Development Consultant you met at the start of the process.

Application Forms

The Application Forms are available on the Department's website at www.gov.im/dti. Click on Grants & Assistance and select Application Forms. They are also available from The Department on **687179**.

Alternatively, you may contact:

The BSS Scheme Manager, Academic Enterprise,
University of Salford, Salford, M5 4WT.
Telephone: 0161 295 3000. Email: ae@salford.ac.uk

Please read the Terms and Conditions thoroughly before submitting an application to the Department. Terms and Conditions are available from the website or from the Department.

Send your completed application form and supporting documentation to:

**The Department of Trade & Industry,
Economic Development Group, Hamilton House,
Peel Road, Douglas, Isle of Man IM1 5EP British Isles.**



Project Disciplines

Business & Financial Management Controls

For businesses who need to establish or update information systems in all areas of financial management control. You will receive advice to help you make informed decisions based upon sound financial management theories and practices.

- Financial Management
- Budgetary Control
- Corporate finance
- Financial auditing
- Tax planning and compliance
- Raising finance
- Management Information Systems

Business & Strategic Planning

All organisations need an understanding of their objectives and strategies and to have a clear understanding of the marketplace in which it conducts its business.

The methods used to create a successful business include strategic planning and change management.

A project can include:

- Strategic Planning
- Organisational values, vision, and mission
- Business objectives and goals
- Critical success factors and actions

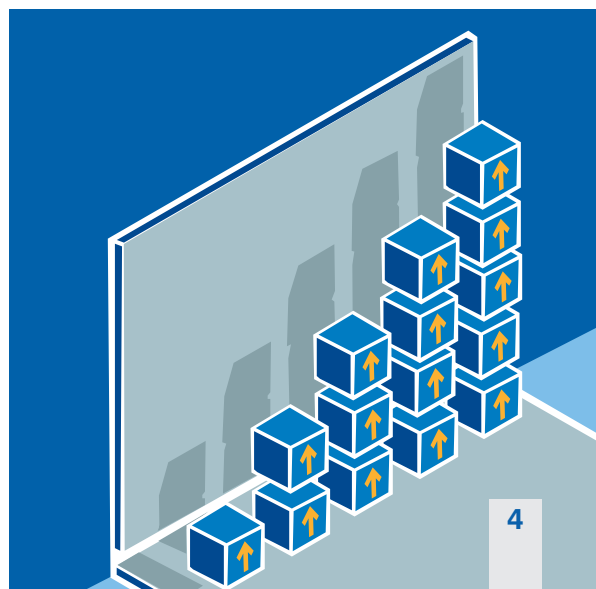
Business Planning

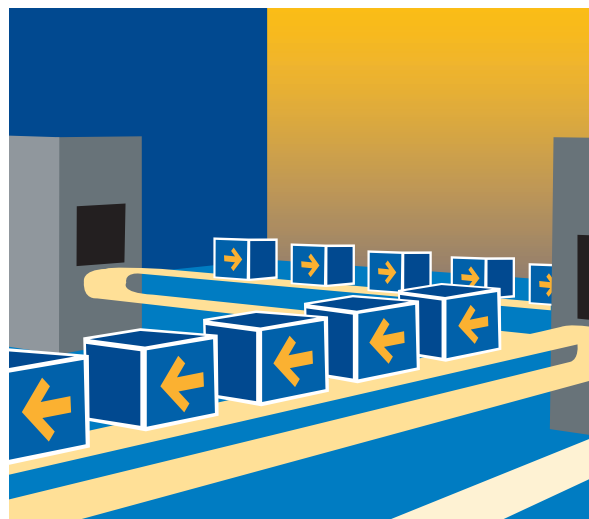
- Where the business is now
- Where it wishes to get to
- Activities required to get there

Change Management

- Understanding the need to change and why
- Decide what and when to change
- Planning the change
- Implementing the change

A business plan can be produced for you, but will focus particularly on the development of action plans involving markets and resources together with a financial forecast covering a two to five year period.





Design

The design of your products and services are critical in establishing your brands and in remaining competitive in an increasingly global marketplace. Innovations and improvements of an existing product or idea are critical.

Innovation or improvement of the design process will need to be managed effectively to meet the expectations of the business, management and its customers.

New product design anticipates and provides solutions to problems, which if not resolved can be costly to rectify for example, should a product recall become necessary because of design fault.

A project can include:

- Market potential
- Aesthetics
- Design for Manufacture/Assembly (DFM/DFA)
- Functionality
- Material selection
- Finite element/stress/structural analysis
- New product development (NPD)
- New product introduction (NPI)
- Quality function deployment (QPD)
- Failure modes effects analysis (FMEA)

E-Business

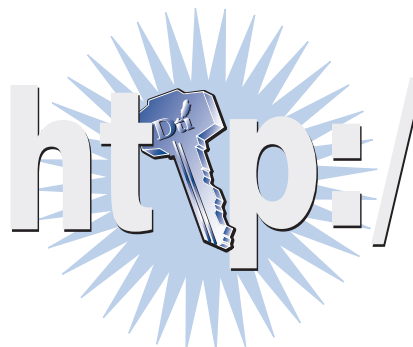
Running a business makes great demands on your time and resources. Advances in technology allow for new business models to be developed and processes to be completed through electronic means. It is essential for your company to apply technologies to maximise profits and reduce costs, and thereby achieve potential in a global marketplace.

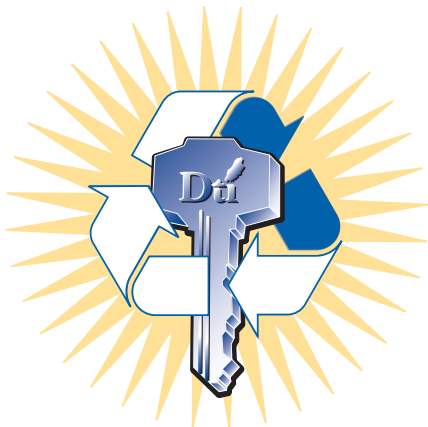
We will provide you with a comprehensive introduction to the technologies you will need to understand and use in order to gain the maximum benefits from electronic business. New ways of doing business using technologies can improve every aspect of your business from finding and servicing sales to

purchasing materials. Doing business on-line can make your business routines easier, simple, more productive and cost effective.

A project can include:

- What is the Internet and what can it do for your business
- Why the Internet is good for business
- The essentials of doing business on-line
- Introduction to e-business and its applications
- E-Business communications
- E-Marketing
- Successful strategies for e-business and how to find what your business needs on the Web
- Creating a website
- Marketing your website on the Web
- How to present your company and its message to a world-wide audience
- Successful strategies for selling on-line
- Customer relations and new ways of servicing your marketplace
- Innovative ways of using e-business
- Advanced Web marketing tips and skills to keep you ahead of the competition





Environmental Efficiency

In recent years businesses have been more focused on the concerns raised by environmental issues.

In order to move towards implementing Environmental Management Systems (EMS) and to realise their commitment to environmental improvements protecting valuable resources and reducing waste, companies need to understand the issues involved in effective environmental management.

ISO 4001 is an internationally recognised environmental standard that is becoming the industry standard for companies.

Businesses wishing to have EMS require a comprehensive environmental review of their facilities.

Both development, maintenance and internal environmental auditing of EMS require comprehensive reviews. Support for this can be provided which also includes an evaluation of resources and waste management, leading to the effective use of all resources.

A project can include:

- Operating and maintaining an EMS
- ISO 14001 EMS
- Environmental reviews
- Development of an EMS
- Maintenance of the EMS and Internal environmental auditing
- Evaluations of resource management
- Evaluations of waste management
- Traffic and transport
- Materials use and waste management
- Environmental legislation
- Environmental standards and guidelines
- Organisational impact on the community (part of an EMS)
- Environmental technology
- Plan, manage, audit, and improve the conservation of energy
- Energy conservation and sustainable energy generation
- Pollution, contamination and waste

Information Communication Technology/ Information Systems

Organisations are under increasing pressure to enhance efficiency in order to remain competitive. As such, their ICT/IS systems also come under pressure to provide necessary improvements.

Existing systems may not be capable of radical improvements nor permit radical organisation changes. However, rapid advance in technology available make finding and implementing the right solution very difficult.

ICT/IS consultancy helps organisations enhance their efficiency through effective use of their information systems.

A project can include:

- Strategic Review
- Feasibility
- System Design/ Audit
- System Procurement/Implementation
- System Management
- Security/ Risk/ Disaster
- Networks and communications





Marketing

It is essential that businesses market their products and services efficiently. A marketing consultancy will help devise a structured framework to meet the requirements of the competitive marketplace at home and abroad.

Consultancy will help the business to develop both strategic and tactical action plans.

A project can include:

- An internal marketing audit
- A SWOT analysis (strengths, weaknesses, opportunities and threats)
- Competitor analysis
- Setting marketing objectives and strategies
- Evaluation of products/services
- Assessing new markets
- Reaching your customers
- Review of marketing literature, branding and image
- Marketing campaigns

This will form the basis of a Marketing Action Plan which the consultant will help prepare with emphasis on:

- Business Objectives
- Resources

Operations Management

The demands of modern commerce mean that businesses must continually improve delivery, quality and price to remain competitive.

This means that operations should be evaluated from a systems perspective in order to review and improve the entire process which begins with meeting customer needs, through to dealing with their suppliers.

Recently there have been a number of innovations in the manufacture of goods and the provision of services. Management techniques can be applied which have been proven to be effective in assisting a company to improve its performance.

Advances in logistics and distribution are elements of an operating system, which needs to be understood so that companies can provide an improved service to customers.

A project can include:

- Production planning and control techniques
- Production methodologies, processes and systems
- Supply chain management
- Logistics and distribution
- Just in Time (JIT)
- Kaizen (Continuous Improvement)
- Kanban (Inventory control techniques)
- Optimised Production Maintenance (OPT)
- Total Productive Maintenance (TPM)
- 5S (Organisation of facilities)
- Lead Time reduction
- SMED (Set-up time reduction technique)
- Lean and Agile Manufacturing

Assistance can be given with developing greater understanding and implementation of these techniques.

Quality

Achieving and maintaining the highest standards of quality is one of the most important priorities facing the managers of today's businesses.

Managing processes to consistently meet and exceed customer expectation is the responsibility of the whole company. There is a range of International standards and quality systems appropriate to a particular range of business sectors which assist the management of quality. ISO9000, QS9000 and F.Sys are widely accepted and recognised as international quality standards. The Business Excellence Model of the European Foundation for Quality enables all organisations to develop and monitor their quality cultures.

A project can include:

- Quality Management systems
- Auditing
- Accreditation
- ISO9000
- QS9000
- F.Sys
- EFQM



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