



Three great reasons to apply for the ABLE Business Excellence Award

Displaying the ABLE Business Excellence Award shows your customers that you lead the way in customer service and demonstrates to them, and to your staff, that you have made a commitment to support equality and accessibility.

There are three key motivators to customer loyalty:

- Great customer service
- Confident, happy staff
- Ease of accessibility

Therefore, by improving accessibility for all, you can improve your company's bottom line.



Four easy steps to being ABLE

1. Contact us to receive your application
2. Complete the self-assessment form
3. Have an on-site assessment with a member of the Q Mark for Accessibility team
4. Receive your results and feedback

When can I apply?

You can apply for the ABLE Business Excellence Award at any time.

Is the ABLE Award recognised?

Yes, the ABLE Business Excellence Award is recognised as being the Q Mark for accessibility and signifies that your organisation is compliant with current legislation and exceeds the minimum requirements.

HOW DO I APPLY?

Log on to our website and fill out the expression of interest form

www.able.ie

or contact

Petrina Duggan at EIQA
9 Appian Way, Ranelagh, Dublin 6
01 660 4100
pduggan@eiqa.com

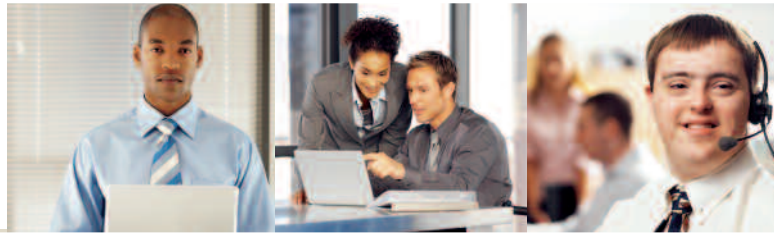
Hugh Cassidy at Rehab Group
Roslyn Park, Sandymount, Dublin 4
01 205 7315
hugh.cassidy@rehab.ie



ABLE

Business Excellence Awards





What is the ABLE Business Excellence Award?

The ABLE Business Excellence Award is acknowledged as being the **Q Mark** for accessibility. The award is nationally recognised and exceeds the standards required of current legislation.

The ABLE Award distinguishes your company from your competitors, demonstrating that your company supports the highest standards available.

Having the ABLE Award visible on your premises tells your customers that you are ABLE to facilitate them with greater support than ever before, thus broadening your customer base.

The ABLE Award has been created by Ireland's leading experts in the areas of disability and quality:

- Rehab, Ireland's leading provider of quality services to people with a disability and others who need support
- Excellence Ireland Quality Association (EIQA), the Irish National Quality Organisation.

Receiving the ABLE Business Excellence Award is an acknowledgement of your commitment to providing services to your customers and staff who have a disability or who may acquire one in the future.

Three Stand alone Modules:

The ABLE Award is comprised of three stand alone modules.

This structure allows your company to start being ABLE in the area in which you are currently best prepared or you may complete all three modules simultaneously which ensures excellent value for money.

MODULE 1 - THE ABLE EMPLOYEE

The ABLE Employee allows you to demonstrate that your organisation can provide a sense of well-being, good communication and accessibility to all of your staff. It shows your staff that you have made provision for any member of staff who has, or who may at some time in the future, acquire a disability.

MODULE 2 - THE ABLE CUSTOMER

The ABLE Customer allows you to demonstrate that your organisation provides a quality customer experience, which builds and develops ongoing relationships with your customers. Incorporating an inclusive communications approach shows all of your customers that you are developing a long-term, accessible service.

MODULE 3 - THE BUILT ENVIRONMENT

The Built Environment allows you to demonstrate that you have made provision for universal access and circulation throughout your premises so that all users, both customers and staff, may move around in safety and with ease.

Who should apply?

Every company who agrees that equality for all is a basic human right should apply to hold the ABLE Award.

How long does the process take?

From application to assessment takes approximately twelve weeks.

Any organisation that would like to take a longer time to prepare for assessment will be facilitated.

