

**CATEGORY TWO- PRODUCT OF THE YEAR**



Ministry of Industries, Mines and Energy

**NATIONAL QUALITY AWARD  
ENTRY FORM AND INFORMATION CHECKLIST  
2025**

**CATEGORY TWO – PRODUCT OF THE YEAR  
LARGE /SMALL TO MEDIUM ENTERPRISE**

**CATEGORY TWO- PRODUCT OF THE YEAR-LARGE ENTERPRISE**

**A. COMPANY/ORGANISATION NAME**

**B. CONTACT PERSON**

**C. POSITION IN ORGANISATION**

**D. CONTACT DETAILS**

OFFICE :  
MOBILE :  
FAX :  
EMAIL :  
PHYSICAL ADDRESS :  
POSTAL ADDRESS :  
WEBSITE :

**E. IN NOT MORE THAN ONE PARAGRAPH DESCRIBE WHAT YOUR COMPANY DOES**

**F. NAME AND DESCRIBE THE PRODUCT OF THE YEAR YOU ARE SUBMITTING FOR ASSESSMENT IN NOT MORE THAN ONE PARAGRAPH.**

**G. WARRANTY**

We hereby submit our entry for the National Quality Awards and agree to the terms and conditions of the award program as stipulated in the entry form. I warrant that I am authorized to act and sign on behalf of the entering company/organization and warrant that all information provided in this entry submission is, to the best of my knowledge, true and correct. Falsified information will lead to disqualification of entrants.

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

## **CATEGORY TWO- PRODUCT OF THE YEAR-LARGE ENTERPRISE**

### **TERMS AND CONDITIONS**

**A. Documentation:** The entry form required to accept the submission must be filled in completely. The body of the submission, without attachments shall not exceed 20 pages.

**B. Supporting Evidence:**

All relevant supporting documents must be attached. Evidence should focus mainly on the past 12 months, with reasonable look back to a period not exceeding the previous five (5) years. Supporting evidence SHALL NOT exceed 100 pages.

**C. Evaluation and Scoring:**

1. Submissions must be aligned to the aspects of evaluations as outlined in this entry form and information checklist.
2. Ten points [10%] are awarded for presentation; therefore, the general presentation must be given due attention.
3. There shall be no winner declared in a category when a score of less than 70% is achieved.

**D. Submissions:** Both electronic and hard copy submissions will be accepted

**E. Address for Submissions:**

**Physical Address**

Namibian Standards Institution (NSI) Head Office  
37, Feld Street  
Auspanplatz, Windhoek  
P O Box 26364  
Windhoek, Namibia

**Contact Person**

Mr. Nelson T. Tjihozu  
National Focal Point (National Quality Awards)  
Contact number: +264 61 386400  
E-mail address: [tjihozun@nsi.com.na](mailto:tjihozun@nsi.com.na)

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**F. Adjudication Process:**

1. Adjudication process will take approximately 2 weeks.
2. The judge's decision is final.
3. The winners in each category will be notified by the relevant contact person in the Member State.

**Information Checklist**

***(Based on the Evaluation Criteria)***

*(Please remember that the suggested evidence is not exhaustive)*

**1. What does the company/organization do to improve the quality of products, services and operations? [50%]**

**1.1 Company/organizational vision, mission, core values and objectives**

- Description of the company's mission, vision, core values, quality policy and objectives
- What are the main products offered
- Organization's stakeholder profile
- Description of the design of the company's work systems and processes (work systems and processes are what is done by the company to develop, sell company's products/services)
- Implementation and management of the work system to achieve customer and other stakeholders' value, organizational success and sustainability

**1.2 Governance and Leadership**

- Describe the governance system of the organization i.e. ownership, control and day-to-day management
- Define the legal status of the organization i.e. private company, state owned, not-for-profit etc
- Demonstrate the availability of competent leadership e.g. providing profiles of business leaders
- How does the leadership demonstrate commitment to the management system?
- Evidence of encouragement of teamwork.

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- Evidence of staff awareness of the performance of the organization as a whole including important decisions that affect the organization which will also affect them
- Evidence of resource adequacy and deployment and staff use

### **1.3 Customer needs identification and product design and development**

How does the company/organization ensure the best product quality for customers, and what quality control and customer feedback mechanisms does it have in place to improve quality?

- Description and records of how customer needs are identified and analysed.
- Description of how the product is designed and developed
- Description of how customers' needs and expectations are included in product design and development.
- Description of systems and processes resulting in the product (i.e., product design and development, inputs, output, validation and verification).
- Quality assurance and control measures for input resources (i.e., raw material, personnel, equipment/facilities, information, regulations, collaboration) for production.
- Define supply chains that are essential to deliver the product.
- Can the organization demonstrate responsible sourcing for its raw materials (use of vetted suppliers)
- What are the criteria for acceptance of raw materials and product release
- Assessment of the environmental impact of the product considering life cycle assessment.

### **1.3.1 Stakeholder and market knowledge**

- Identification of applicable occupational health and safety regulations and other compliance requirements
- Identification and description of stakeholders and markets.
- Identification of stakeholders' needs and how they are incorporated into objectives.
- Describe and record of product market analysis information (e.g. demand and supply, competitions and growth).
- Stakeholder's management plan and engagement records for the product. How is the product information communicated to the stakeholder and the market? Communication channels used e.g., reports, newsletter, website, stakeholder meetings etc

### **1.3.2 Implementation of National, Regional and International Standards**

- Product Certifications, accreditation, certification, registration requirements, industry standards and codes.
- Implementation of management system(s) and other tools for quality assurance and quality control for product(s).
- Product inspection and test reports, certificates or attestations.
- Peer assessment and recognition e.g., competitions, awards

### **1.3.3 Customer Satisfaction Determination and Monitoring**

- Clearly described methods for assessing needs of customers and stakeholders e.g., surveys, customer interviews, consultations etc.
- How the organization obtain information from customers (current, former, potential and customers of competitors)
- Demonstration of after sale services

### **1.3.4 Complaints Handling Mechanisms**

- Description of company policy on complaints
- Method used to deal with unhappy customers, where they exist
- Product recall procedure(s)
- Channels used to communicate with customers in terms of complaints.
- What processes are in place for product traceability

### **1.3.5 Continuous Improvement process.**

- Illustration of assessment methods of the organization's performance and review periods e.g. audit report results, management reviews etc.
- Identification and measurement of target goals for short- and longer-term strategies, e.g. strategic plan and objectives and results
- Impact of key performance measures in key areas of business such as revenue, customer satisfaction, complaints, turnover, market share growth etc.
- Examples of key success factors of processes that ensure growth of business, e.g., legal compliance, access to raw material, supplier relationships etc.
- How are the key performance measures and success factors reflected during strategic planning?

## **2 How does the company/organization benefit from the commitment to quality? [20%]**

- Demonstration of results in terms of customer satisfaction, penetration into new markets, referrals and demonstrated growth and reputation in media, e.g., results of customer satisfaction surveys, market share growth, and media articles.
- Analysis of comparison of the results with competitors, e.g., market survey comparisons

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- Illustration of measurement of value added i.e., use of examples, data key indicators or other alternatives, e.g., give a calculation of % value added.

### **3 How does the company/organization utilize quality principles in product labeling, packaging, promotion and marketing, in a way that maximizes quality improvement efforts? [10%]**

#### ***3.1 Packaging and Labeling Regulations and Standards***

- Demonstration of knowledge of packaging and labeling regulations and/or standards for the product, e.g., regulations that you have to comply with.
- Demonstration of compliance with relevant packaging and labeling regulations for the product e.g. compliance certificates.
- Demonstration of packaging material environmental and economic sustainability (e.g., sourcing and recyclability).

#### ***3.2 Enhance Competitiveness due to Packaging and Labeling***

- Types of materials used for packaging and their safety, security and appeal/attractiveness.
- Improvement in responsiveness to product in the market due to packaging and labeling.

### **4 How has the Company/Organisation differentiated the product and what efforts have been made to keep it differentiated. [10%]**

- Product performance, features, reliability, serviceability, aesthetics, innovation and value (Pricing) proposition compared to similar product.
- Peer assessment and recognition e.g., competitions, awards

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- Marketing budget, R&D for improvement.

**5 Overall Presentation [10%]**

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