

CATEGORY THREE – SERVICE OF THE YEAR



Ministry of Industries, Mines and Energy

**SADC ANNUAL QUALITY AWARD
ENTRY FORM AND INFORMATION CHECKLIST
2024/2025**

**CATEGORY THREE – SERVICE OF THE YEAR
LARGE /SMALL TO MEDIUM ENTERPRISE**

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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

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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

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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 organizers.

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

1.3 Employees

- Assessment of the work force capability and capacity needs, competence, staffing, retention, turnover
- Education level of staff, employee education, training and development
- Staff training in the principles of the applicable management system
- How does the company determine level of staff satisfaction and how is this information utilized?
- Show of workforce commitment and motivation.
- Explain how the organization communicates to staff on an ongoing basis and about important decisions.

1.4 Customer needs identification and service design and development

How does the company/organization ensure the best service 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 service is designed and developed
- Description of how customers' needs and expectations are included in the product design and development.
- Description of systems and processes resulting in the product (i.e., product design and development, inputs, output, validation and verification).

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- 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 delivering 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.

1.4.1 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 service market analysis information (e.g. demand and supply, competitions and growth).
- Stakeholder's management plan and engagement records for the service. How is the service information communicated to the stakeholder and the market? Communication channels used e.g., reports, newsletter, website, stakeholder meetings etc

1.4.2 Implementation of National, Regional and International Standards

- Service Certifications, accreditation, certification, registration requirements, industry standards and codes.

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- Implementation of management system(s) and other tools for quality assurance and quality control for product(s).
- Peer assessment and recognition e.g., competitions, awards

1.4.3 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

1.4.4 Complaints Handling Mechanisms

- Description of company policy on complaints
- Method used to deal with unhappy customers, where they exist

1.4.5 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.

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- 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
- 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 the promotion and marketing of the company's /organization's services? (10%)

3.1 Marketing and Promotional advantages due to quality

- Describe types of marketing approaches and avenues used to showcase the quality-of-service delivery.
- Demonstrate the effectiveness of the marketing interventions
- Any accolades and/or awards demonstrating recognition for best service in the relevant industry.

3.2 Enhanced competitiveness due to quality

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- Describe any record of improved responsiveness to your service in the market place due to quality of service.

4. How has the company/organization acted to improve the quality of its services and operations in the interest of its stakeholders? (20%)

- Presentation of compliance/certification/accreditation and implementation of standards and regulation.
- Peer assessment and recognition.
- Demonstration of use of international standards (systems, processes, service, and products).

5 Overall Presentation [10%]

Ten points [10%] are awarded for presentation; therefore, the general presentation must be given due attention.