

**CATEGORY ONE- COMPANY/ORGANISATION OF THE YEAR**



**Ministry of Industries Mines and Energy**

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

**CATEGORY ONE – COMPANY/ORGANISATION OF  
THE YEAR  
LARGE /SMALL TO MEDIUM ENTERPRISE**

**CATEGORY ONE- COMPANY/ORGANISATION OF THE YEAR**

**A. COMPANY/ORGANISATION NAME**

**B. CONTACT PERSON**

**C. POSITION IN ORGANISATION**

**D. CONTACT DETAILS**

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

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

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**E. 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**

**TERMS AND CONDITIONS**

**A. Documentation:** The entry form 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  
P O Box 26364  
Windhoek, Namibia

**Contact Person**

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

**F. Adjudication Process:**

1. The 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 competition 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 and quality policy and objectives,
- what are the main products/services offered
- Organisation'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 organisation i.e. ownership, control and day to day management.
- Define the legal status of the organisation 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? [Examples are given below]
  - 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 and deployment for staff to use.
- Is there evidence of budget allocation for the implementation of quality related issues?

### **1.3 Organization's business environment**

#### **1.3.1 Market positioning & company placement**

Companies should include details on their position and prominence in the market relative to their competitors and how they are a unique competitor within their chosen market.

- Who are your competitors and what is your position in the market relative to competition?
- What features clearly distinguish you/ your products from your competition and make you/ your products preferable to your customers?
- Demonstrate how you have progressed in terms of improving your market position over the past 5 years.
- How has the implementation of quality principles contributed towards improving your position in the market relative to competition?

#### **1.3.2 Compliance environment**

- *Regulatory* environment under which the organization operates and that is related to the product or service e.g., Company's Act, OSH Legislation.
- Applicable voluntary occupational health and safety initiatives, accreditation, certification, registration requirements, industry standards, environmental etc.

**1.3.3 Impact on the environment and society;**

Consideration of well-being of the environment and society within which the organization operates.

- Describe how the organization has assessed the impact of its activities on the environment in which it operates?
- What are the waste management practices and how sufficient are these in prevention of environmental damage?
- What are other undesirable effects on the environment/citizens that are posed by the organisation's operations and how have these been managed?
- How does the organization contribute to the well-being of the community in which it operates e.g. support through activities and programs in the community, company-community partnerships, social responsibility, green initiatives, etc.

**1.3.4 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 and market knowledge**

- Describe how you identify and profile your customers. Clearly describe methods for assessing needs of customers (current, former, potential

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and customers of competitors) e.g. surveys, customer interviews, consultations etc.

- Their needs identified and incorporated into objectives
- Communication channels used e.g., reports, newsletter, website, stakeholder meetings etc.
- Feedback mechanisms used and rationale for choice of method
- Demonstration of utilization of customer feedback i.e. examples or explanation
- How has the organization incorporated customer and market knowledge into its quality objectives

### ***1.5 Performance Analysis***

#### ***1.5.1 Performance***

(a clear illustration of the company's development over the past 12 months)

- How would you summarise your company's overall performance over the past 12 months against set targets?
- What key milestones were achieved?
- What makes these unique or significant in comparison with other players in the same industry?
- Detail any growth that has taken place e.g., revenue, staff recruitment and retention, market share etc.
- Any evidence of innovation that has taken place in terms of processes, products, services etc.
- Show evidence of financial audit reports

#### ***1.5.2 Continuous Improvement process***

- Illustration of assessment methods of the organization's performance and review periods

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- Identification and measurement of target goals for short- and longer-term strategies
- 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.

### **1.5.3 Risk management and business continuity practices**

- How are the key performance measures and success factors reflected during strategic planning?
- Demonstrate use of risk-based thinking in planning and execution of work. Provide evidence of an active risk management programme, compliance status and its benefits to the company
- What disaster preparedness and business continuity systems are in place? Provide evidence of their effectiveness.

## **2 How does the company/organization benefit from the improvement of the quality of products, services and operations? [10%]**

- Demonstration of impact of results on processes, products/service related to customer offering.
- Overall performance of the company including appropriate measures of process effectiveness and efficiency.
- Analysis of comparison of the results with competitors.
- Illustration of measurement of value added i.e., use of examples, data key

**3 What business opportunities are being created or expanded through the company/organization's quality efforts? [10%]**

***3.1 Customer focused results***

- Enhanced value to customers through creation of new and improved products and services
- Anticipation of customers' expectations and needs
- Customer loyalty, acquisition of new customers, improved relations with stakeholders

***3.2 Business focused results***

- Increase in productivity and effectiveness in the use of resources
- Lower production costs, reduction in errors, defects, waste, and related costs
- Improvement in responsiveness and cycle time performance
- Development of new opportunities e.g. increase in market share, profits, market expansion, acquisitions, mergers, partnerships,
- Enhancing and balancing value to customers, stakeholders, employees, public
- Opportunities created through social/regulatory requirements beyond legal compliance

**4 How does the company/organization utilize quality in its activities for growing the business? [20%]**

- Compliance/certification/accreditation and implementation of standards and regulation
- Peer assessment and recognition
- Use of best practices

**5.0 Overall Presentation**

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