

CATEGORY ONE- COMPANY/ORGANISATION OF THE YEAR



Ministry of Industries, Mines and Energy

National QUALITY AWARD
ENTRY FORM AND INFORMATION CHECKLIST
2026

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, Sir Seretse Khama Street
Auspanplatz
P O Box 26364
Windhoek, Namibia

Contact Person

Kristofina Uushona
National Focal Point – National Quality Awards
Tel: +264 61 386400
E-Mail address: uushonak@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.