



## CATEGORY 4: BEST PUBLIC SERVICE PROVIDER OF THE YEAR

Two awards, SME and LE—awarded to a **locally-delivered service** that best reflects commitment to local production and quality.

### TERMS AND CONDITIONS

- A. Documentation:** All National Entry forms required to accept the submission must be filled in completely. The body of the submission, without attachments may 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
- C. Evaluation and Scoring:**
  - 1. Submissions must be aligned to the aspects of evaluations as outlined in the information checklist attached.
  - 2. Marks are awarded for presentation; therefore, the general presentation must be given due attention.
  - 3. The judges reserve the right not to award a winner in a category, when a score of less than 50% is achieved.
- D. Submissions:** Both electronic and hard copy submissions will be accepted.  
**Deadline for submissions is 31 July, 2025 at 23:59 EAT.**
- E. Address for Submissions:**

#### **Physical Address**

National Quality Awards Secretariat  
Tanzania Bureau of Standard  
Morogoro/Sum Njoma R, Ubungo  
Dar es Salaam, Tanzania

#### **Contact Person**

Mr. Baraka N. Mbajije  
Quality Awards Coordinator  
Tel: +255 22 2450206/2450949  
Email: [qualityawards@tbs.go.tz](mailto:qualityawards@tbs.go.tz) or [info@zbs.go.tz](mailto:info@zbs.go.tz)

**F. Adjudication Process:**

1. Adjudication process will take approximately 2 weeks.
2. The judge's decision is final.
3. The feedback in each category will be notified by the relevant contact person in the identified in the entry forms.



## NATIONAL QUALITY AWARDS

### ENTRY FORM CATEGORY 4: BEST PUBLIC SERVICE PROVIDER OF THE YEAR

#### ENTRY DETAILS: -

COMPANY/ORGANISATION NAME:

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CONTACT PERSON: .....

POSITION IN ORGANISATION: .....

CONTACT TELEPHONE

OFFICE: .....

MOBILE: .....

CONTACT EMAIL: .....

FAX: .....

PHYSICAL ADDRESS:

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POSTAL ADDRESS:

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BRIEFLY (NOT A SINGLE SENTENCE) DESCRIBE WHAT YOUR ORGANIZATION DOES:

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(Continue on separate sheet, if necessary, maximum 20 pages) refer to guide in information checklist

#### **INDICATE WHICH CATEGORIES YOU ARE ENTERING**

(Complete a separate form for each category you are entering)

CATEGORY 3 – Best Service of the year .....

#### **SME STATUS**

( ) Yes, we have less than 100 employees and are entering as an SME

Deadline: 31 July, 2025

submit applications through [qualityawards@tbs.go.tz](mailto:qualityawards@tbs.go.tz)

**WARRANT**

We hereby submit our entry for the National Quality Awards 2025, and agree to the terms and conditions of the award program as stipulated in the entry form. I warrant that I am authorized to set 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.

SIGNED: .....

DATE.....

## **Information Checklist**

*(Based on the Evaluation Criteria)*

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

### **1. How does the company/organization ensure internal and external issues relevant to your purpose and affecting your ability to achieve the intended results of your quality management system?**

1.1 Understand the organization, its context, needs and stakeholder expectations  
Description of the company's mission, quality objectives, scope of the quality management system, main services

- Description of the stakeholders for the quality and/or other management systems
  - Description of the quality or other management system requirements
  - How the organization monitors and reviews information about the QMS and/or other management system.
- Description of systems and processes resulting in services offered.
  - Key raw materials, collaborations, and dependence on external sources and supply chain that are essential to delivering the organization's main services

### **1.2 Leadership and commitment**

- Applicable occupational health and safety regulations, accreditation, certification, registration requirements, industry standards, environmental etc.
- Describe the risks and opportunities that can affect service compliance and the ability to increase customer satisfaction are determined and addressed
- Evidence the existence of the quality and/or other relevant policy and its dissemination in the organization
- Evidence the existence of organizational roles, responsibilities, and authorities

### **1.3 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)
- Evidence how the organization handles complaints.
- Describe and highlight communication with the client

- Demonstration of after sale services

#### **1.4 *Continuous Improvement Process***

- Illustration of assessment methods of the organization's performance and review periods
- Identification and measurement of target goals for short- and long- 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
- Aggregation of key performance measures and success factors and reflection in development during strategic planning
- Describe any record of improved responsiveness to your service in the market place due to quality service.

#### **2. How does the company/organization ensure the performance evaluation?**

- Evidence how the organization monitors, measures, analyzes, and evaluates performance
- Demonstration of results in terms of customer satisfaction, penetration into new markets, referrals and demonstrated growth and reputation in media
- Analysis of comparison of the results with competitors
- Illustration of measurement of value added i.e., use of examples, data key indicators or other alternatives
- Highlight the performance of internal audits.
- Highlight the performance of the Management Review.

#### **3. How does the company/organization utilize quality in the promotion and marketing of the company/organization's services?**

##### ***3.1 Marketing and Promotional advantages due to quality***

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

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

- Compliance/certification/accreditation and implementation of standards and regulation;
- Peer assessment and recognition;
- Use of best international standards (systems, processes, service, and products)