



CATEGORY 1: BEST COMPANY OF THE YEAR

Two awards, **SME AND Large Enterprise (LE)**: awarded to a **company or organization** that has pro-actively and effectively implemented quality principles.

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 a 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.
 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 20th October, 2023 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
Mobile: +255 757 213624
Email: qualityawards@tbs.go.tz or baraka.mbajije@tbs.go.tz

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 identified in the entry forms.



NATIONAL QUALITY AWARDS

ENTRY FORM CATEGORY 1: BEST COMPANY OF THE YEAR

ENTRY DETAILS: -

COMPANY/ORGANISATION NAME:

.....

CONTACT PERSON:

POSITION IN ORGANISATION:

CONTACT TELEPHONE

OFFICE:

MOBILE:

CONTACT EMAIL:

FAX:

PHYSICAL ADDRESS:

.....
.....
.....
.....

POSTAL ADDRESS:

.....
.....
.....

BRIEFLY (NOTE SENTENCE) DESCRIBE WHAT YOUR COMPANY DOES:

.....
.....
.....

(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 1 – Company of the year

.....

SME STATUS

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

WARRANT

We hereby submit our entry for the National Quality Awards 2023, 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. What does the company/organization do to improve the quality of products, services and operations?

1.1 Company/organizational Vision, Mission, Core values and objectives

- Description of the company's mission, vision, core values and objectives,
- what are the main products/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.
 - 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

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 quality 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 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
- Applicable mandatory regulations e.g. occupational health and safety regulations, 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

- Has the organization 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?
- Are there any other undesirable effects on the environment/citizens that are posed by the organization's operations and how have these been managed?
- How does the organization contribute to the wellbeing 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?
- Staff communication- how the organization communicates to staff on a day-to-day basis and about important decisions

1.4 Customer and market knowledge

- Customers identified and described
- Their needs described and incorporated into objectives
- Clearly described methods for assessing needs of customers (current, former, potential and customers of competitors) e.g. surveys, customer interviews, consultations etc.
- Rationale for choice of method explained
- 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
- Measures related to company/organizational objectives

1.5 Performance Analysis

1.5.1 Performance

A clear illustration of the company's development over the past 12 months.

Outline the organization's achievements that you wish to highlight.

- How would you summarize 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
- Financial audit reports/ initiatives

1.5.4 Continuous Improvement process

- Illustration of assessment methods of the organization's performance and review periods
- Identification and measurement of target goals for short- and 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
- Aggregation of key performance measures and success factors and reflection in development during strategic planning

1.5.5 Risk management and business continuity practices

- 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? Evidence of their effectiveness

2 How does the company/organization benefit from the improvement of the quality of products, services and operations?

- Demonstration of impact of results on processes, products/service related to customer offering; and 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 indicators or other alternatives
- Impact of these on goals, objectives, strategic implementation i.e. building and strengthening of core competencies
- Show of workforce commitment and motivation

3 What business opportunities are being created or expanded through the company/organization's quality efforts?

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,
- Certification/compliance which has led to confidence in organization's processes and customers/stakeholders
- 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?

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

