



CATEGORY 3: BEST 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 10th September, 2024 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 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 3: BEST 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 COMPANY 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

WARRANT

We hereby submit our entry for the National Quality Awards 2024, 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)