



THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF INVESTMENT, INDUSTRY AND  
TRADE

TANZANIA BUREAU OF STANDARDS (TBS)



ISO 9001:2015 Certified

Member of the International Standardization (ISO), Codex Alimentarius Commission (WHO/FAO), Agent for ISO and other National Standards Bodies

## NATIONAL QUALITY AWARDS COMPETITION 2022/2023

### 1. THE AIM:

The aim of the awards is to recognize and appreciate organization and individuals who are contributing to quality advancement in all sectors of the nation, by having measurement and quality systems, procedures and processes that are in line with local, regional and international practices and who use quality advancement to support national and regional economic development and growth.

### 2. OBJECTIVES:

- ❖ To recognize organizations that excel in continuous quality improvement;
- ❖ To motivate organizations to comply to adhere to proper quality business norms;
- ❖ To encourage organizations to comply with local, regional and international quality standards;
- ❖ To encourage application by organizations of the measurement tool kit, quality assurance, quality control and quality management practices;
- ❖ To enhance understanding of quality principles, business methods and all national harmonized standards that promote competitiveness; and
- ❖ To recognize individuals that excel in their contributions to the SQAM quality drive.

### 3. HOW TO APPLY:

Application are open to all Tanzanian individuals and Tanzanian entities that are contributing to quality advancement in all sectors of the economy. Entities can be small scale enterprise, medium enterprise or large enterprise including both Private and Government institutions that deal with manufacturing of goods or provide services by conforming to all applicable quality standards and comply to the statutory requirements. Applicants should follow the following steps;

- Applicants shall fill the application form(s) provided in *Annex 1A* or *Annex 1B* depending on the category applied.
- Applications may be submitted through email address: [qualityawards@tbs.go.tz](mailto:qualityawards@tbs.go.tz), or Physical delivery to the TBS headquarters, Ubungo, Dar es Salaam.

#### TBS HEADQUARTERS

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All Correspondence should be addressed to the **DIRECTOR GENERAL**

- iii. Submission of applications is open from 27<sup>th</sup> October 2022 to 17<sup>th</sup> November 2022. Applications will be scrutinized by panel of Judges by considering evidence provided by contestants to each criteria of the applied category.

**Note: In addition to the tips provided in Annex II, Applicants are expected to provide all necessary and applicable quality related evidence to each criteria. Evidence can be but not limited to;**

- **Proof of inspection and testing,**
- **Proof of certification to any quality management system standard or product standard,**
- **Proof of calibration,**
- **Participation in standardization,**
- **Evidence of customers' relationship and stakeholders' engagement,**
- **Proof of improvement measures undertaken,**
- **Any other quality related documents.**

iv. Applicants shall adhere to the terms and conditions provided in *annex III*.

## 4. CATEGORIES

### 4.1. CATEGORY 1: BEST COMPANY OF THE YEAR

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

#### Criteria:

- a. How does the Company/organization utilize quality principles to improve the quality of products, services and operations?
- b. How does the company/organization benefit from the improvement of the quality of products, services and operations?
- c. What business opportunities are being created or expanded through the company/organization's quality efforts.
- d. How does the company/organization utilize quality in its activities for growing the business.

### 4.2. CATEGORY 2: BEST PRODUCT OF THE YEAR

Two awards, SME and LE: awarded to a product that best reflects a commitment to quality.

#### Criteria:

- e. How does the company/organization ensure the best product quality for customers?

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- f. What customer feedback mechanisms does it have in place to ensure customer satisfaction and quality improvement?
- g. What quality control mechanisms are in place to ensure product quality improvement?
- h. How does the company/organization benefit from the commitment to quality?
- i. How does the company/organization utilize quality in their product's labeling, packaging, promotion and marketing, in a way that maximizes quality improvement efforts?
- j. How do the company/organization and the community benefit from the excellent compliance of their product and production systems with quality principles and environmental sustainability?

### 4.3. 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.

#### Criteria:

- a. How does the company/organization ensure the best quality of service for customers?
- b. What customer feedback mechanisms does it have in place to ensure customer satisfaction and quality improvement?
- c. What quality control mechanisms are in place to ensure service quality improvement?
- d. How does the company/organization and community benefit from the commitment to quality? (Company growth, employment creation, e.t.c.)
- e. How does the company/organization utilize quality in the promotion and marketing of the company/organizations service?
- f. How has the company/organization acted to improve the quality of its service and operations in the interest of its stakeholders?

### 4.4. CATEGORY 4: BEST EXPORTER OF THE YEAR

Two awards, SME and LE - awarded to a company or organization that has made significant progress in commencing or expanding to new or wider markets by introducing quality in their company.

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## Criteria:

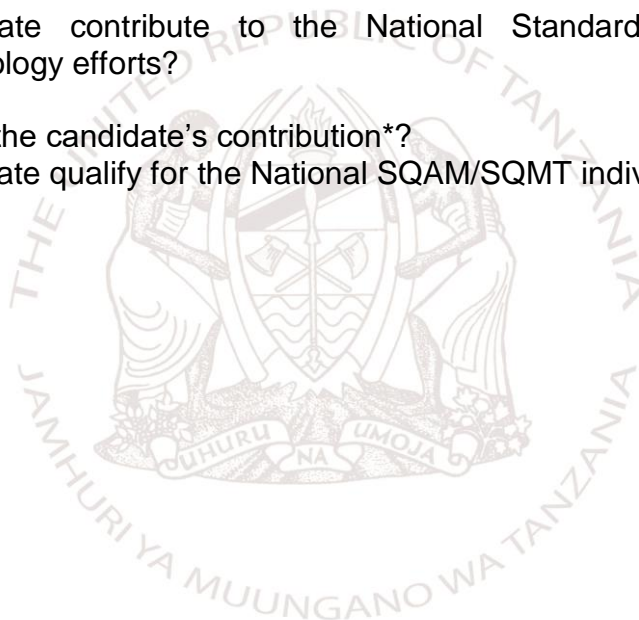
- a. Is the company/ organization a new exporter or an exporter who is expanding or extending export activities as a result of quality improvement?
- b. What opportunities are being created or expanded through the company/organization's export activities?
- c. How does the company/organization utilize quality to increase export potential?
- d. How has the company/organization promoted and increased the use of local suppliers for export activities?

## 4.5. CATEGORY 5: INDIVIDUAL AWARD TO A PERSON WHO CONTRIBUTED TO SQAM /SQMT

This award is given to an individual that has made significant input into National Standards, Quality Assurance, Accreditation and metrology efforts.

## Criteria:

- e. How did the candidate contribute to the National Standards, Quality Assurance, Accreditation and Metrology efforts?
- f. What was the effect of the candidate's contribution\*?
- g. Why should this candidate qualify for the National SQAM/SQMT individual award?



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