

**CATEGORY TWO- PRODUCT OF THE YEAR-MICRO, SMALL AND MEDIUM ENTERPRISE**

**MCIT/RQID/20/110/MSME/F02**



# **Eswatini Quality Awards**

## **Entry Form**

**2024**

***Category Two***

***Product of the Year***

***Micro, Small and Medium Enterprise***

***Property of the Government of the Kingdom of Eswatini – Ministry of Commerce, Industry and Trade -  
Regulatory and Quality Infrastructure Development Department***

**CATEGORY TWO- PRODUCT OF THE YEAR-MICRO, SMALL AND MEDIUM ENTERPRISE**

**A. COMPANY/ORGANIZATION NAME:** \_\_\_\_\_  
\_\_\_\_\_

**B. CONTACT PERSON:** \_\_\_\_\_  
\_\_\_\_\_

**C. POSITION IN ORGANIZATION:** \_\_\_\_\_  
\_\_\_\_\_

**D. CONTACT DETAILS**

**OFFICE** : \_\_\_\_\_  
**MOBILE** : \_\_\_\_\_  
**FAX** : \_\_\_\_\_  
**EMAIL** : \_\_\_\_\_  
**PHYSICAL ADDRESS** : \_\_\_\_\_  
**POSTAL ADDRESS** : \_\_\_\_\_  
**WEBSITE** : \_\_\_\_\_

**E. BRIEFLY DESCRIBE WHAT THE ORGANIZATION DOES.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**F. INDICATE MSME STATUS**

***Note: An organization or company with more than 60 employees, more than E5million asset base and more than E8million annual turnover does not fall under the category of Micro, Small and Medium Enterprise according to the Eswatini MSME Policy.***

**MSME Status** \_\_\_\_\_  
**(is it a Micro, Small or Medium Enterprise according to the range stipulated above)**

**G. WARRANTY**

**We hereby submit our entry for the Eswatini Annual 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.**

**NAME: .....**

**SIGNATURE: .....**

**DATE: .....**

## **TERMS AND CONDITIONS**

**A. Documentation:** All Eswatini Quality Awards 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:** Current supporting documents must be attached, preferably not more than one year old. No limit to supporting evidence (attachments).

**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 70% is achieved.

**D. Submissions:** Electronic and hard copy submissions will be accepted. For electronic submissions, evidence must be provided through hyperlinking of files. For hard copies submission evidence must be provided and clearly marked as annexes.

**E. Deadline for submissions is 12 noon, 30<sup>th</sup> September 2024 for both hardcopy and online submission.**

**F. Address for Submissions:**

**Physical Address**

Regulatory and Quality Infrastructure Development Department  
Gwamile Street  
DPMs Office Premises  
P.O. Box 451  
Tel: 2404 7509/10  
Mbabane, Eswatini  
[rqid@swazi.net](mailto:rqid@swazi.net)

**Contact Person**

Phindile Priscilla Dlamini – [phindilepriscilla@rqid.net](mailto:phindilepriscilla@rqid.net)  
Zanele Mthembu – [zanelecynthia@rqid.net](mailto:zanelecynthia@rqid.net)  
Sybil Sthembiso Dlamini – [sybilsthemviso@rqid.net](mailto:sybilsthemviso@rqid.net)

**G. Adjudication Process:**

- 1.** Adjudication process will take less than 2 weeks.
- 2.** The judge's decision is final.
- 3.** The winners in each category will be notified by the relevant contact person.

## **Information Checklist**

***(Based on the Evaluation Criteria)***

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

### **1. How does the company/organization ensure the best product quality for customers, and what quality control and customer feedback mechanisms does it have in place to improve quality? (210)**

#### ***1.1 Customer needs identification and Product design (40)***

- Describe and give evidence of the company's/organization's vision, mission, objectives, value, main products/services (10)
- Describe and give evidence of how products are designed. (10)
- Give a description of systems and processes resulting in products and services. (10)
- Describe and give evidence of key raw materials, that are essential to delivering the organization's main products/services (5)
- Describe and provide evidence of collaborations and dependence on external sources and supply chain processes that are essential to delivering the company's/organization's main products/services (5)

#### ***1.2 Customer, stakeholder and market knowledge (34)***

- Describe and provide evidence on how the company/organization identifies its customers and stakeholders (6)
- Describe and provide evidence on how the company/organization identifies their needs and incorporates them into objectives (6)
- Describe and provide evidence of methods used by the company/organization to assess needs of customers and stakeholders e.g. surveys, customer interviews, consultations etc. (10)
- Provide reasons for selecting the above assessment method. (2)

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- Describe and provide evidence of communication channels used by the organization e.g. reports, newsletter, website, stakeholder meetings etc. (10)

***1.3 Use of appropriate quality tools (24)***

- Mention any applicable voluntary requirements i.e. occupational health and safety initiatives, accreditation, certification, registration requirements, industry standards, environmental etc. (4)
- Mention any applicable mandatory requirements i.e. occupational health and safety initiatives, accreditation, certification, registration requirements, industry standards, environmental etc. (4)
- State any cost associated with quality implementation such as cost associated with voluntary quality implementation and cost associated with mandatory quality implementation (6)
- Describe the implementation of a quality management system and other tools for quality assurance for products and services (10)

***1.4 Customer Satisfaction Determination and Monitoring (45)***

- Clearly describe and give evidence of methods used for assessing needs of customers and stakeholders e.g. surveys, customer interviews, consultations etc. (10)
- Describe and give evidence on how the company/organization obtains information from customers (e.g. current, former, potential and customers of competitors) (10)
- Demonstration of after sale services (4)
- Describe and give evidence on the feedback mechanism used and basis for choice of method (8)
- Describe and give evidence how the company/organization demonstrate utilization of stakeholder/customer feedback i.e. examples or explanation (8)

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- What measures that relate to company's objective has the company/organization put in place to determine customer satisfaction (5)

**1.5 Complaints Handling Mechanisms (34)**

- Describe and give evidence of company policy on complaints (5)
- Describe and give evidence of the method used to deal with unhappy customers, where they exist (6)
- Provide reasons for selecting the above assessment method (3)
- Describe and give evidence of communication channels used e.g. reports, newsletter, website, stakeholder meetings etc. (10)
- Describe and give evidence of Emergency planning and recall procedures (10)

**1.6 Continuous Improvement process (33)**

- Give an illustration of assessment methods of the company's/organization's performance and review periods (6)
- Describe and give evidence how the company/organization identifies and measures target goals for short and longer-term strategies (8)
- Describe and give evidence of the impact of key performance measures in key areas of business such as revenue, customer satisfaction, complaints, turnover, market share growth etc. (8)
- Give examples of key success factors of processes that ensure growth of business (5)
- Describe and give evidence of how the aggregation of key performance measures and success factors are taken into account during strategic planning (6)



**2 How does the company/organization benefit from the commitment to quality? (40)**

- 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. (10)
- Impact of these on goals, objectives, strategic implementation i.e. building and strengthening of core competencies (4)
- Show how workforce commitment and motivation has contributed to the organization's improvement of quality of products, services and operations. (6)
- Give evidence of results in terms of customer satisfaction, penetration into new markets, referrals and demonstrated growth and reputation in media, e.g. results of customer satisfaction surveys, market share growth, and media articles. (10)
- Describe and give evidence on the company's/organization's analysis of comparison of the results with competitors, (5)
- Give an illustration of measurement of value adding e.g. market value added, cash value added, and economic value added etc. (5)

**3 How does the company/organization utilize quality in their products labeling, packaging, promotion and marketing, in a way that maximizes quality improvement efforts (10)**

***3.1 Packaging and Labeling Regulations and Standards (5)***

- Give a demonstration of knowledge and use of packaging and labeling regulations and/or standards within the sector of relevance, e.g. regulations that you have to comply with

***3.2 Enhance Competitiveness due to Packaging and Labeling (5)***

- Describe and give evidence on the types of materials used for packaging and their safety, security and appeal/attractiveness.

**4 How does the company/organization ensure the best product quality for its customers, and what mechanisms are used to improve this quality standard? (15)**

- Describe and give evidence on the compliance/certification/accreditation and implementation of standards and regulation (5)
- Describe and give evidence on peer assessment and recognition e.g. competitions, awards (5)
- Describe and give evidence on the use of best international standards (systems, processes, service and products) (5)