

CATEGORY THREE- SERVICE OF THE YEAR-MICRO, SMALL AND MEDIUM ENTERPRISE

MCIT/RQID/20/110/MSME/F03



Eswatini Quality Awards

Entry Form

2024

Category Three

Service of the Year

Micro, Small and Medium Enterprise

CATEGORY THREE- SERVICE 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, 30th 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

Contact Person

Phindile Priscilla Dlamini – phindilepriscilla@rqid.net
Zanele Mthembu – zanelecynthia@rqid.net
Sybil Sthembiso Dlamini – sybilsthemviso@rqid.net

CATEGORY THREE- SERVICE OF THE YEAR-MICRO, SMALL AND MEDIUM ENTERPRISE

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 quality of service for customers, and what quality control and customer feedback mechanisms are in place to improve quality? (175)

1.1 Customer needs identification and Product design (50)

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

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 how customer's needs are identified and incorporated into objectives (6)
- Clearly describe and provide evidence of methods used by the organization to assess needs of customers and stakeholders e.g. surveys, customer interviews, consultations etc. (10)

CATEGORY THREE- SERVICE OF THE YEAR-MICRO, SMALL AND MEDIUM ENTERPRISE

- Provide reasons for selecting the above assessment method. (2)
- 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 (10)

- Mention any applicable voluntary requirements i.e. occupational health and safety regulations, accreditation, certification, registration requirements, industry standards, environmental etc. (4)
- State any cost associated with quality implementation of a quality management system and other tools for quality of service delivery. (6)

1.4 Customer Satisfaction Determination and Monitoring (24)

- Clearly described methods for assessing needs of customers and stakeholders e.g. surveys, customer interviews, consultations etc. Note that customers and or stakeholders can be current, former, potential or from competitors (10)
- Describe and give evidence on how the organization obtains information from customers (current, former, potential and customers of competitors) (10)
- Demonstration of after sale services (4)

1.5 Complaints Handling Mechanisms (24)

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

1.6 Continuous Improvement process (33)

- Give an illustration of assessment methods of the 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 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? (20)

- Demonstration of results in terms of customer satisfaction, penetration into new markets, referrals and demonstrated growth and reputation in media (10)
- Analysis of comparison of the results with competitors (5)
- Give an illustration of measurement of value adding i.e. use of examples, data key indicators or other alternatives e.g. market value added, cash value added, and economic value added etc. (5)

3 How does the company/organization utilize quality in the promotion and marketing of the company/organization's services? (18)

3.1 Marketing and Promotional advantages due to quality (13)

- Describe types of marketing approaches and avenues used to showcase the quality of service delivery of your service. (8)

CATEGORY THREE- SERVICE OF THE YEAR-MICRO, SMALL AND MEDIUM ENTERPRISE

- Demonstrate any accolades and/or awards/or certificates demonstrating best service in the relevant industry/sector. (5)

3.2 Enhanced Competitiveness due to quality of service delivery (5)

- Describe any record of improved responsiveness to your service in the market place due to quality service.

4 How has the company/organization acted to improve the quality of its services and operations in the interest of its stakeholders? (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 (5)
- Describe and give evidence on the use of best international standards (systems, processes, service and products) (5)