

CATEGORY FOUR- EXPORTER OF THE YEAR-MICRO, SMALL AND MEDIUM ENTERPRISE

MCIT/RQID/20/110/MSME/F04



Eswatini Quality Awards

Entry Form

2024

Category Four

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

Exporter of the Year
Micro, Small and Medium Enterprise

CATEGORY FOUR- EXPORTER 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

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? (325)

1.1 Company/organizational background and objectives (40)

- Describe and provide evidence of the company's mission, objectives, main products/services (10)
- Describe and provide evidence of the design of the company's/organization's work systems and processes (work systems and processes are what is done by the company to develop, sell company's products/services), key requirements, collaborations and dependence on external sources and supply chain that are essential to delivering the organization's main products/services (20)
- Describe and give evidence on the implementation and management of the work system to achieve customer and other stakeholders' value, organizational success and sustainability (10)

1.2 Organization's business environment (20)

1.2.1 Identification of applicable legal and regulatory requirements (10)

- Describe and give evidence of the regulatory environment under which the organization operates and that relates to the product or service

1.2.2 Impact on the environment and society (10)

- Describe and give evidence of the consideration of well-being of the environment and society within which the organization operates e.g. support through activities and programs in the community

1.3 Employees (48)

- Describe and give evidence on how the company/organization assesses:
 - the work force capacity needs
 - employee's competence
 - staffing needs
 - employee's retention
 - employee's turnover (10)
- Describe and give evidence on the company's/organization's employee education, training and development (10)
- Describe and give evidence on how the company/organization undertakes staff training on quality principles (6)
- Describe and give evidence on how the company/organization engages and motivates staff. This may be categorized by skills, key staff necessary when making decisions, type of work performed, level of experience. (10)
- How is staff motivated? Motivation may be reflected by working conditions, benefits, ownership, organizational culture etc. (6)
- Describe and give evidence on how the company/organization communicates to staff on a day to day basis and about important decisions (6)

1.4 Leadership (74)

- Describe and provide evidence of the senior management's commitment to the company's/organization's effort to deliver quality goods and services i.e. ensuring knowledge, understanding and setting out of the organization's mission, vision and objectives are achieved (10)
- Describe and provide evidence of how senior management ensures knowledge, understanding and deployment of the organization's mission, vision and objectives are achieved. (10)

CATEGORY FOUR- EXPORTER OF THE YEAR-MICRO, SMALL AND MEDIUM ENTERPRISE

- Describe and provide evidence how senior management communicate the above values to staff, that is clear communication channels and their effectiveness. (10)
- Describe and provide evidence of how senior management give support to staff for the above values. (8)
- Describe and provide evidence of how senior management encourages teamwork. (6)
- Describe and provide evidence of how senior management engages key stakeholders to drive the organization's performance. (6)
- Describe and provide evidence of how senior management grooms future leaders. (6)
- Describe and provide evidence of how senior management ensures that staff is aware of performance of the company/organization as a whole including important decisions that affect the organization which will also affect them (6)
- Describe and provide evidence of how senior management ensures resource adequacy and deployment for staff to use (6)
- Describe and provide evidence of how senior management ensures organizational preparedness to handle emergencies e.g. product recalls (6)

1.5 Customer, stakeholder and market knowledge (34)

- Describe and provide evidence of how the company/organization identifies its customers and stakeholders. (6)
- Describe and provide evidence of how the company/organization identifies customer's needs 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)
- Provide reasons for selecting the above assessment method. (2)

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

1.6 Performance Analysis (109)

1.6.1 Customer Satisfaction Determination (31)

- Describe and give evidence on how the company/organization obtains information from customers (e.g. current, former, potential and customers of competitors) (10)
- Describe and give evidence on the feedback mechanism used and basis for choice of method (8)
- Describe and give evidence how the company/organization demonstrates utilization of stakeholder/customer feedback i.e. examples or explanation (8)

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

1.6.2 Benchmarking and organization's strategic situation e.g. challenges, competitive environment and situation, success factors (45)

- Describe and give evidence of the entities that the company/organization competes with i.e. competitors for customers, market share and other resources e.g. funding etc. (4)
- Describe and give evidence how the company/organization compares its performance in relation to competitors. (6)
- What are the company's/organization's strengths, weaknesses, opportunities and threats with regard to achieving organization's mission, vision, goals? Both external business and internal (operational) advantages and challenges should be considered. (15)

- What are the key challenges faced by the organization in carrying out its business, and how does the organization address or mitigate these challenges? (5)
- Describe how the company/organization analyses major shifts in technology, markets, products, customer preferences and satisfaction including satisfaction relative to competitors, competition and regulatory environment (10)
- Describe and give evidence how the above correlates with company/organization's strategy (5)

1.6.3 Continuous Improvement process (33)

- Give an illustration of assessment methods of the company/organization's performance and review periods (6)
- Describe and give evidence on 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, e.g. legal compliance, access to raw material, supplier relationships etc. (5)
- Describe and give evidence how the aggregation of key performance measures and success factors taken into account during strategic planning are undertaken. (6)

2 What opportunities are being created or expanded through the company /organization's export activities? (22)

- Describe the extent of exploration of new export markets. (6)
- Describe status against competitors in the export markets if known. (6)

- Demonstration of expansion through company/organizations goals, objectives and strategic plans. (10)

3 How does the company utilize quality in export activities? (60)

3.1 Customer focused results (22)

- Describe and give evidence how the company/organization identifies customers' needs and expectations (6)
- Describe and give evidence on how the company/organization enhances value to customers through the creation of new and improved products and services (5)
- Describe and give evidence on how the company/organization maintains customer loyalty, acquisition of new customers, improved relations with stakeholders (5)
- Describe and give evidence of how the company/organization undertakes effective communication between customers and the suppliers (6)

3.2 Use of appropriate quality tools (8)

- Has the organization implemented and in compliance with applicable occupational health and safety regulations, accreditation, certification, registration requirements, industry standards, environmental etc. (6)
- Does the organization budget for quality activities? (2)

3.3 Business focused results (30)

- Describe and give evidence of how the company/organization enhances increase in productivity and effectiveness in the use of resources (6)

CATEGORY FOUR- EXPORTER OF THE YEAR-MICRO, SMALL AND MEDIUM ENTERPRISE

- Describe and give evidence of how the company/organization achieves lower production costs, reduction in errors, defects, waste, and related costs (6)
- Describe and give evidence of how the company/organization undertakes improvement in responsiveness and cycle time performance (6)
- Describe and give evidence of how the company/organization explore new opportunities e.g. increase in market share, profits, market expansion, acquisitions, mergers, partnerships, (6)
- Describe and give evidence on how the company/organization achieves Accreditation/Certification/compliance which has led to confidence in organization's processes (6)

4 How has the company/organization promoted and increased the use of local suppliers for export activities? (13)

- Describe and give evidence on how the company ensures quality raw materials (5)
- Describe and give evidence on whether or not raw materials or any other necessary materials are sourced from local suppliers. (4)
- Describe and give evidence on how the company has operationalized "mutually beneficial supplier relationships". (4)