

CATEGORY ONE- COMPANY/ORGANISATION OF THE YEAR-LARGE ENTERPRISE

MCIT/RQID/20/110/LE/F01



Eswatini Quality Awards

Entry Form

2024

Category One
Organization of the Year
Large Enterprise

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

CATEGORY ONE- COMPANY/ORGANISATION OF THE YEAR-LARGE 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. 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 not 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 from the RQID Department.

Information Checklist
(Based on the Evaluation Criteria)

(Please remember that the suggested evidence is not exhaustive)

1. What does the company/organization do to improve the quality of products, services and operations? (330)

1.1 Company/organizational background and objectives (50)

- Describe and provide evidence of the company's vision, mission, values, objectives, main products/services. (10)
- Describe and provide evidence of how senior management engages key stakeholders to drive the organization's performance. (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 provide evidence how the organization/company assures the organizational success and sustainability to achieve customer, and other stakeholders' values. (10)

1.2 Use of appropriate quality tools (4)

- Mention any applicable voluntary requirements i.e. occupational health and safety initiatives, accreditation, certification, registration requirements, industry standards, environmental etc. (4)

1.3 Organization's business environment (119)

1.3.1 Regulatory (5)

- Mention any applicable mandatory requirements that the company/organization operates under i.e. occupational health and safety regulations, registration requirements, environmental, Company's Act etc.

1.3.2 Impact on the environment and society (10)

- Describe and give evidence on how the company/organization considers the well-being of the environment and society within which it operates e.g. support through activities and programs in the community, company-community partnerships, social responsibility, green initiatives, etc. (LE – Corporate-Community pa)

1.3.3 Employees (48)

- Describe and give evidence on how the company/organization assesses:
 - the work force capacity needs
 - employees competence
 - staffing needs
 - employees retention
 - employees turnover (10)
- Describe and give evidence on the company/organization, 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. Engagement 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)

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- Describe and give evidence on how the company/organization communicates to staff on a day to day basis and about important decisions (6)

1.3.4 Leadership (56)

- Describe and provide evidence on how senior management shows commitment to the organization's efforts 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 on how senior management makes sure that there is effective communication of the organization's/company's values. (10)
- Describe and provide evidence of how senior management give support to staff to achieve the organizations'/company's values. (6)
- Describe and provide evidence of how senior management encourages teamwork. (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 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)

1.4 Customer, stakeholder and market knowledge (34)

- Describe and provide evidence of how the company/organization identifies its customers and stakeholders (6)

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- Describe and provide evidence how customer's needs are identified and incorporated into objectives (6)
- 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)

1.5 Performance Analysis (123)

1.5.1 Customer Satisfaction Determination (31)

- Describe and give evidence 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 demonstrate utilization of stakeholder/customer feedback i.e. examples or explanation (8)
- What measures that relate to company's objective has the company/organization put in place to determine customer satisfaction (5)

1.5.2 Benchmarking and organization's strategic situation e.g. challenges, competitive environment and situation, success factors (49)

- What entities does the organization compete with? i.e. competitors for customers, market share and other resources e.g. funding etc. (3)
- Describe and give evidence how the company/organization compare its performance in relation to competitors. (6)

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- 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? (5)
- 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 relates to/links to/correlates with company's/ organization's strategy (5)

1.5.3 Financial performance analysis (10)

- Describe and give evidence how the company/organization evaluates and comparatively analyses its financial performance. . (5)
- Give evidence of the company's/organization's financial audited reports/initiatives. (5)

1.5.4 Continuous Improvement process (33)

- Give an illustration of assessment methods of the company/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)

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- 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 improvement of the quality of products, services and operations? (30)

- 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)
- Describe and give evidence of how your company/organization analyses and compares the results with competitors. (5)
- Illustrate how measurement of value adding is done. e.g. market value added, cash value added, and economic value added etc. (5)
- 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 organizations' improvement of quality of products, services and operations. (6)

3 What business opportunities are being created or expanded through the company/organization's quality efforts? (50)

3.1 Customer focused results (13)

- Describe and provide evidence of how the organization/company created enhanced value to its customers through development of new and improved products and services. (5)
- Describe how the organization/company anticipates customers' expectations and needs (3)

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- Describe how the organization/company ensures customer loyalty, acquisition of new customers, improved relations with stakeholders (5)

3.2 Business focused results (37)

- Describe how the organization/company ensures increase in productivity and effectiveness in the use of resources (6)
- Describe how the organization/company ensures that it lowers production costs, reduction in errors, defects, waste, and related costs (6)
- Describe how the organization/company ensures improvement in responsiveness and cycle time performance (6)
- Describe how the organization/company ensures development of new opportunities e.g. increase in market share, profits, market expansion, acquisitions, mergers, partnerships (6)
- Describe how the organization/company ensures certification/compliance which has led to confidence in organization's processes and customers/stakeholders (5)
- Describe how the organization/company enhances and maintains a balancing value to customers, stakeholders, employees, public (4)
- Describe how the organization/company ensures opportunities are created through social/regulatory requirements beyond legal compliance (4)

4 How does the company/organization utilize quality in its activities for growing the business? (15)

- Describe how the organization/company utilizes compliance/certification/accreditation and implementation of standards and regulation for business growth (5)
- Describe how the organization/company utilizes Peer assessment and recognition in growing the business (5)

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- Describe how the organization/company makes use of best practices in growing the business. (5)