



## **Eswatini Quality Awards**

### **Entry Form**

***Category Three***  
***Service of the Year***  
***Large Enterprise***

**A. ORGANISATION NAME****B. CONTACT PERSON****C. POSITION IN ORGANISATION****D. CONTACT DETAILS**

OFFICE :  
MOBILE :  
FAX :  
EMAIL :  
PHYSICAL ADDRESS :  
POSTAL ADDRESS :

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

**F. INDICATE WHICH CATEGORY YOU ARE ENTERING IN****G. INDICATE MSME STATUS**

**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.**

**(Write name of organization)  
is a Micro, Small and Medium Enterprise according to the range stipulated above.**

**H. WARRANTY**

**We hereby submit our entry for the Eswatini Quality Awards 2018/2019 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.**

**SIGNATURE AND DATE**

## Terms and Conditions

**A. Documentation:** All Eswatini Quality Awards Entry forms required for the submission must be filled in completely. Only a maximum of 25 pages is permitted for every category. There is no limit to supporting evidence.

**B. Supporting Evidence:** All relevant supporting documents must be attached to the Entry Form.

**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. Applicants with score equal or higher than 70% will be awarded within each category.

**D. Submissions:** Both electronic and hard copy submissions will be accepted. **Deadline for submissions is 30<sup>th</sup> September 2018 by 12noon.**

**E. Contacts for Submissions:**

**Physical Address**

Gwamile Street, Mbabane  
DPMs Office Complex

**Contact Person**

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**F. Adjudication Process:**

1. Adjudication process will take approximately two (2) weeks.
2. The judge's decision is final.
3. The winners in each category will be notified by the RQID Department

## **INFORMATION CHECKLIST**

### ***(BASED ON THE EVALUATION CRITERIA)***

**QUESTION 1: HOW DOES THE ORGANISATION ENSURE THE BEST QUALITY OF SERVICE FOR CUSTOMERS, AND WHAT QUALITY CONTROL AND CUSTOMER FEEDBACK MECHANISMS ARE IN PLACE TO IMPROVE QUALITY?**

#### **1. LEADERSHIP**

##### **1.1. Senior Management**

- Describe and provide evidence of the organisation's mission, vision and values.
- Describe and provide evidence of how senior management communicates the organisation's mission, vision and values to key stakeholders.
- Describe and provide evidence of senior management commitment to the organisation's effort to deliver quality services.
- Describe and provide evidence of how senior management engages key stakeholders to drive the organisation's performance.
- Describe and provide evidence of how senior management grooms future leaders.

##### **1.2. Organisational Culture**

- Describe and provide evidence of how the organisation enables learning, innovation and the achievement of strategic goals.
- Describe and provide evidence of how the organisation embraces organisational change for sustainability.

##### **1.3. Corporate Governance and Social Responsibility**

- Describe and provide evidence of how the organisation ensures accountability and transparency.
- Describe and provide evidence of how the organisation implements policies and involves stakeholders to contribute to the community and the environment.

***For example, describe and provide evidence on how your organization:***

- ✓ ***Communicates the organization's mission, vision, strategy, policies and processes throughout the organization.***
- ✓ ***Creates and sustains shared values, fairness and ethical models for***

- behaviour at all levels of the organization.*
- ✓ *Establishes a culture of trust and integrity.*
  - ✓ *Encourages an organization-wide commitment to quality.*
  - ✓ *Ensures that leaders at all levels are positive examples to people in the organization. Provide people with the required resources, training and authority to act with accountability.*
  - ✓ *Inspires, encourages and recognizes people's contribution.*
  - ✓ *Communicates of the above values to staff, shareholders, government, community and other relevant stakeholders.*
  - ✓ *Gives back to the community through social responsibility activities.*

## 2. CUSTOMERS

### 2.1. Customer Requirements

- Describe and provide evidence of who your customers are and how your organisation understands their current and future requirements.
- Describe how the organisation incorporates market and customer requirements into strategic plans.

### 2.2. Customer Experience

- Describe and provide evidence of how the organisation ensures that customer feedback is resolved and analysed to drive improvements.
- Describe and provide evidence of how the organisation provides access for customers to seek assistance and information to enhance the customer experience.
- Describe and provide evidence of how the organisation ensures overall ease of customer contact and how service standards are set at customer touch points.

### 2.3. Customer Satisfaction

- Describe and provide evidence of how the organisation determines and improves customer satisfaction for various customers.
- Describe and provide evidence of how the organisation determines current and future drivers of customer satisfaction.
- Describe and provide evidence of how the organisation incorporates customer satisfaction and feedback into the strategic plans.

*For example, describe and provide evidence on how your organization:*

- ✓ *Recognizes direct and indirect customers as those who receive value from the organization.*
- ✓ *Understands customers' current and future needs and expectations.*
- ✓ *Links the organization's objectives to customer needs and expectations. Communicates customer needs and expectations throughout the*

*organization.*

- ✓ *Plans, designs, develops, produces, delivers and supports goods and services to meet customer needs and expectations.*
- ✓ *Measures and monitors customer satisfaction and take appropriate actions. Determines and takes actions on interested parties' needs and expectations that can affect customer satisfaction.*
- ✓ *Actively manages relationships with customers to achieve sustained success.*
- ✓ *Obtains information from customers (e.g. current, former, potential and customers of competitors).*

### **3. STRATEGY**

#### **3.1. Strategy Development**

- Describe and provide evidence of how the organisation determines organisational challenges and anticipates external changes and risks.
- Describe and provide evidence of how the organisation develops strategic goals, and long- and short-term strategies to address the vision and mission.
- Describe and provide evidence of how the organisation engages key stakeholders in the strategy development process.

#### **3.2. Strategy Implementation**

- Describe and provide evidence of how the organisation develops and implements long- and short-term action plans.
- Describe and provide evidence of how the organisation allocates resources in a timely manner to achieve strategic goals.
- Describe and provide evidence of how the organisation engages key stakeholders in the strategy implementation process.

*For example, describe and provide evidence on how your organization:*

- ✓ *Determines its strengths, weaknesses, opportunities and threats with regard to achieving organization's mission, vision, goals.*
- ✓ *Promotes establishment of improvement objectives at all levels of the organization.*
- ✓ *Educates and trains people at all levels on how to apply basic tools and methodologies to achieve improvement objectives.*
- ✓ *Develops and deploys processes to implement improvement projects throughout the organization.*
- ✓ *Tracks, reviews and audits the planning, implementation, completion and results of improvement projects.*
- ✓ *Integrates improvement considerations into the development of new or*

*modified goods, services and processes.*

- ✓ *Recognizes and acknowledges improvement.*
- ✓ *Determines how both external business and internal (operational) advantages and challenges should be considered.*
- ✓ *Identifies its key challenges in carrying out its business, and how to address or mitigate these challenges.*

## **4. PEOPLE**

### **4.1. Human Resource Planning**

- Describe and provide evidence of how the organisation anticipates HR needs and develops HR plans and policies which are aligned to strategic goals and organisational values.
- Describe and provide evidence of how the organisation identifies and grooms employees for high performance.

### **4.2. Employee Learning and Development**

- Describe and provide evidence of how the organisation engages employees to identify current and new competencies required to meet strategic goals.
- Describe and provide evidence of how the organisation provides learning and development opportunities to employees to drive organisational productivity and personal growth.

### **4.3. Employee Engagement and Well-being**

- Describe and provide evidence of how the organisation supports individual and team participation to achieve strategic goals.
- Describe and provide evidence of how the organisation develops a conducive work environment that enhances employee health and well-being.
- Describe and provide evidence of how the organisation measures employee engagement and well-being.

### **4.4. Employee Performance and Recognition**

- Describe and provide evidence of how the employee performance and recognition system supports high performance, productive and innovative behaviours to achieve strategic goals.
- Describe and provide evidence of how the employee performance and recognition system reinforces desired behaviours and organisational values.
- Describe and provide evidence of how the employee performance and recognition system provides a variety of rewards and recognition to achieve organisational values and strategic goals.

*For example, describe and provide evidence on how your organization:*

- ✓ *Communicates with people to promote understanding of the importance of their individual contribution?*



- ✓ *Promotes collaboration throughout the organization?*
- ✓ *Facilitates open discussion and sharing of knowledge and experience.*
- ✓ *Empowers people to determine constraints to performance and to take initiatives without fear.*
- ✓ *Recognizes and acknowledge people's contribution, learning and improvement.*
- ✓ *Enables self-evaluation of performance against personal objectives.*
- ✓ *Conducts surveys to assess people's satisfaction, communicate the results, and take appropriate actions*

## **QUESTION 2: HOW DOES THE ORGANISATION UTILIZE QUALITY IN THE PROMOTION AND MARKETING OF THE ORGANISATION'S SERVICES?**

### **5. PROCESSES**

#### **5.1. Innovation Capabilities**

- Describe and provide evidence of how the organisation gathers, evaluates and implements innovative ideas for its services and related processes to create new value.
- Describe and provide evidence of how the organisation involves key stakeholders in generating and implementing innovative ideas and solutions.

#### **5.2. Process Management**

- Describe and provide evidence of how the organisation manages key processes.
- Describe and provide evidence of how the organisation supports design of services and service delivery processes to meet customer and operational requirements.
- Describe and provide evidence of how the organisation drives process improvement to improve productivity and ensure timely delivery.
- Describe and provide evidence of how the organisation sustains its key processes in times of emergencies to ensure business continuity.

#### **5.3. Supplier and Partner Management**

- Describe and provide evidence of how the organisation identifies and manages key suppliers and partners to achieve organisational goals.
- Describe and provide evidence of how the organisation engages key suppliers and partners to co-create products and services.

*For example, describe and provide evidence on how your organization:*

- ✓ *Defines objectives of the system and processes necessary to achieve them.*
- ✓ *Establishes authority, responsibility and accountability for managing processes.*

- ✓ *Understands the organization's capabilities and determine resource constraints prior to action.*
- ✓ *Determines process interdependencies and analyse the effect of modifications to individual processes on the system as a whole.*
- ✓ *Manages processes and their interrelations as a system to achieve the organization's quality objectives effectively and efficiently.*
- ✓ *Ensures the necessary information is available to operate and improve the processes and to monitor, analyse and evaluate the performance of the overall system.*
- ✓ *Manages risks that can affect outputs of the processes and overall outcomes of the quality management system.*
- ✓ *Determines relevant interested parties (such as suppliers, partners, customers, investors, employees, and society as a whole) and their relationship with the organization.*
- ✓ *Determines and prioritize interested party relationships that need to be managed.*
- ✓ *Establishes relationships that balance short-term gains with long-term considerations.*
- ✓ *Pools and shares information, expertise and resources with relevant interested parties.*
- ✓ *Measures performance and provide performance feedback to interested parties, as appropriate, to enhance improvement initiatives.*
- ✓ *Establishes collaborative development and improvement activities with suppliers, partners and other interested parties.*
- ✓ *Encourages and recognize improvements and achievements by suppliers and partners.*

## 6. KNOWLEDGE

### 6.1. Knowledge Management

- Describe and provide evidence of how the organisation collects and manages information for strategy development, decision-making and organisational learning.
- Describe and provide evidence of how the organisation ensures the accuracy, reliability and accessibility of information.

### 6.2. Analytics for Performance Management

- Describe and provide evidence of how the organisation leverages on information and knowledge to create value.
- Describe and provide evidence of how the organisation conducts competitive analysis and benchmarking to improve the performance of its service offering.

*For example, describe and provide evidence on how your organization:*

- ✓ *Determines, measures and monitors key indicators to demonstrate the organization's performance.*
- ✓ *Makes all data needed available to the relevant people.*
- ✓ *Ensures that data and information are sufficiently accurate, reliable and secure.*
- ✓ *Analyses and evaluates data and information using suitable methods.*
- ✓ *Ensures people are competent to analyse and evaluate data as needed.*
- ✓ *Makes decisions and take actions based on evidence, balanced with experience and intuition.*

## QUESTION 3: HOW DOES THE ORGANISATION BENEFIT FROM THE COMMITMENT TO QUALITY?

### 7. RESULTS

#### 7.1. Customer Results

- Provide evidence of customer satisfaction and experience.
- Provide evidence of service performance.

#### 7.2. Financial & Market Results

- Provide evidence of financial performance, including financial results and economic value.
- Provide evidence of market place performance, including growth and market share and economic value.

#### 7.3. People Results

- Provide evidence of employee engagement and well-being.
- Provide evidence of employee learning and development.

- Provide evidence of employee performance and recognition.

#### **7.4. Operational Results**

- Provide evidence of process performance.
- Provide evidence of suppliers and partners performance.
- Provide evidence of governance system and contribution to the community, society and the environment.

*For example, describe and provide evidence on how your organization:*

- ✓ *Increased in productivity and effectiveness in the use of resources.*
- ✓ *Lowered production costs, reduction in errors, defects, waste, and related costs.*
- ✓ *Improved in responsiveness and cycle time performance.*
- ✓ *Developed new opportunities e.g. increases in market share, profits, market expansion, acquisitions, mergers, partnerships,*
- ✓ *Enhanced value to customers through creation of new and improved products and services.*
- ✓ *Retained customer loyalty: acquisition of new customers and improved relations with existing customers.*
- ✓ *Retained certification or compliance which has led to confidence in organization's processes and customers/stakeholders.*
- ✓ *Created opportunities through social/regulatory requirements beyond legal compliance.*
- ✓ *Demonstrated compliance/certification/accreditation and implementation of standards and regulation.*