

SADC ANNUAL QUALITY AWARDS



AWARDS PROCEDURE

1. AIM:

The aim of these awards is to recognize and appreciate organizations and individuals who are contributing to quality advancement in all sectors of SADC, by having measurement and quality systems, procedures and processes that are in line with local, regional and international practices and who use quality advancement to support national and regional economic development and growth.

2. OBJECTIVES:

- a) To recognize organizations that excel in continuous quality improvement.
- b) To motivate organizations to adhere to proper quality business norms.
- c) To encourage organizations to comply with local, regional and international quality standards.
- d) To encourage application by organizations of the measurement tool kit, quality assurance, quality control and quality management practices.
- e) To enhance understanding of quality principles, business methods and all national and SADC harmonized standards that promote competitiveness.
- f) To recognize individuals that excel in their contributions to the SQAM Quality drive.

3. CATEGORIES:

The SADC SQAM Quality Awards provide for **five** categories of awards.

In the first **four** categories, two awards per category are available:

- one for small and medium enterprises (**SME**) with less than 100 employees, and
- one for organizations with more than 100 employees – large enterprise (**LE**).

The **fifth** category is an individual award.

CATEGORY 1: SOUTHERN AFRICAN COMPANY OF THE YEAR

Two awards, SME and LE: awarded to a **company or organization** that has pro-actively and effectively implemented quality principles.

Criteria:

1. What does the company/organization do to improve the quality of products, services and operations?
2. How does the company/organization benefit from the improvement of the quality of products, services and operations?
3. What business opportunities are being created or expanded through the company/organization's quality efforts?
4. How does the company/organization utilize quality in its activities for growing the business?

CATEGORY 2: SOUTHERN AFRICAN PRODUCT OF THE YEAR

Two awards, SME and LE: awarded to a **product** that best reflects a commitment to quality.

Criteria:

1. How does the company/organisation ensure the best product quality for customers, and what quality control and customer feedback mechanisms does it have in place to improve quality?
2. How does the company/organisation benefit from the commitment to quality?
3. How does the company/organisation utilize quality in their product's labelling, packaging, promotion and marketing, in a way that maximises quality improvement efforts?

CATEGORY 3: SOUTHERN AFRICAN SERVICE OF THE YEAR

Two awards, SME and LE - awarded to a **locally-delivered service** that best reflects a commitment to local production and quality.

Criteria:

1. How does the company/organisation ensure the best quality of service for customers, and what quality control and customer feedback mechanisms are in place to improve quality?
2. How does the company/organisation benefit from the commitment to quality?
3. How does the company/organisation utilize quality in the promotion and marketing of the company/organisation's service?

CATEGORY 4: SOUTHERN AFRICAN EXPORTER OF THE YEAR

Two awards, SME and LE - awarded to a company or organization that has made significant progress in commencing or expanding **exports** to new or wider markets by introducing quality in their company.

Criteria:

1. Is the company/organisation a new exporter or an exporter who is expanding or extending export activities?
2. What opportunities are being created or expanded through the company/organisation's export activities?
3. How does the company/organisation utilize quality in export activities?

CATEGORY 5: SOUTHERN AFRICAN INDIVIDUAL AWARD FOR QUALITY

This award is given to an **individual** that has made significant input into SADC Standards, Quality Assurance, Accreditation and Metrology efforts.

Criteria:

1. How did the candidate contribute to the SADC Standards, Quality Assurance, Accreditation and Metrology efforts?
2. What was the effect of the candidate's contribution?
3. Why should this candidate qualify for the SADC SQAM individual award?

4. PROCESS FOR SADC SQAM QUALITY AWARDS

4.1 Member State Responsibility – Annual National Awards process

- Each member state shall be responsible for the implementation of this procedure in the first level of the competition which is at national level
- Member countries are required to organise an annual National Awards process for the five categories
- The National Awards submission of entries process should start in May of each year and close in July each year
- Member countries are to adjudicate nationally by end August of each year
- Each Member State shall determine the one entry in each category to be forwarded to the regional SADC SQAM Awards competition
- Member countries shall submit their SADC SQAM Quality Awards entries to the SADC Secretariat by the end of September of each year through their SADC SQAM representatives

4.2 SADC Secretariat Responsibility – Annual SADC Quality Awards process

- SADC Secretariat shall establish an adjudicating committee in October of each year
- The adjudicating committee shall adjudicate the entries in November of each year
- SADC Secretariat shall advise member countries of the outcome of the adjudication process for the five categories by February of each year
- The Awards Presentation Ceremony will be held during the annual SADC SQAM meetings

5. GUIDELINES FOR REGIONAL QUALITY AWARDS ENTRIES

1. Entries must conform to the specific questions and format of the entry form. Entries will be judged on their direct relevance to the entry form questions. Entrants, who simply submit a corporate profile, or generic information, may therefore be penalized in the scoring.

2. Entrants may enter in any category and may enter as many categories as desired. A separate entry form and submission is required for each category entered. The entry form may be photocopied.

3. Entry in each category should describe your company, product or service in detail as per the category questions. Samples, pictures, videos and other references may be included. Entries should, wherever possible, contain specific examples, illustrations, references or evidence to support the submission.

4. Entries may be submitted as a hard copy (paper document) or as a soft copy (electronic document on CD-ROM). No “floppy disks” will be accepted. Hard copy documents must take the form of a typed entry on A4 paper of at least one page and not more than 20 pages.



SADC SQAM QUALITY AWARDS

ENTRY FORM (CATEGORIES 1 – 4)

ENTRY DETAILS:

COMPANY/ORGANISATION NAME:

.....

CONTACT PERSON:

.....

POSITION IN ORGANISATION:

.....

CONTACT TELEPHONE:

OFFICE:..... MOBILE:

CONTACT E-MAIL:FAX:

PHYSICAL ADDRESS:

.....
.....
.....

POSTAL ADDRESS:

.....
.....

BRIEFLY (ONE SENTENCE) DESCRIBE WHAT YOUR COMPANY DOES:

.....
.....

INDICATE WHICH CATEGORY/IES YOU ARE ENTERING:
(Complete a separate form for each category you are entering)

- CATEGORY 1 – Company of the Year
- CATEGORY 2 – Product of the Year
- CATEGROY 3 – Service of the Year
- CATEGORY 4 – Exporter of the Year
- CATEGORY 5 - SADC SQAM Individual Award of the Year (*use different form*).

SME STATUS

() Yes, we have less than 100 employees and are entering as an SME.

WARRANTY

We hereby submit our entry for the Southern African Quality Awards 2009, 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.

SIGNED:

DATE:

.....000000.....



**SADC SQAM QUALITY AWARDS
INDIVIDUAL AWARD (CATEGORY 5)**

**MOTIVATION FORM FOR INDIVIDUAL QUALITY AWARD
RECIPIENT**

NAME OF PROPOSING ORGANISATION:

CONTACT PERSON:.....

CONTACT DETAILS:

.....

.....

NOMINEE NAME:.....

NOMINEE'S PROFESSION:.....

**NOMINEE'S CONTACT
DETAILS:**.....

.....

.....

MOTIVATION FOR NOMINATION (Not more than 750 words):

(Continue on separate sheet if necessary)

SIGNATURE.....

DATE.....

TIPS ON HOW TO PREPARE YOUR SADC SQAM QUALITY AWARDS ENTRIES:

Some tips on how to prepare your entry.

Winning in the Southern African Quality Awards can mean SADC recognition, media exposure and an enormous boost of pride for your entire organization. So it's worth investing some time and effort in an entry that stands a good chance of winning.

Here are valuable hints and tips to prepare your awards entry

1. Link your achievements to the category criteria

Each category has specific questions and requirements. Make sure your entry is structured to respond to these.

2. Use visuals liberally in your entry

The judges are busy and pressed for time. They want to do justice to your entry, but they don't have all day. They're looking for winners, and don't have time to digest irrelevant information in your submission. Help them by using visuals in your entry. These could include photographs of activities, charts of your strategy or pictures of products carrying the logo.

3. Emphasise the impact of your activities

Everything your organization does has a wider community impact. Show how your employment affects people. Show how you create opportunities through your supply chain.

TERMS AND CONDITIONS OF ENTRY

1. The closing date for entries is at 5pm.
2. Entries submitted after this deadline will not be accepted.
3. Companies/organisations may enter as many categories as they wish.
4. Only entries sent to the addresses stipulated in this entry form will be accepted for consideration.
5. All entries become and remain the property of the national competition organisers in the case of the member country level competition; and the SADC Secretariat in the case of entries forwarded to the regional level competition, and will not be returned to the entrant.
6. Entrants should not disclose any confidential or price-sensitive information, as the confidentiality of such information cannot be guaranteed.
7. Entry is open only to companies registered in SADC member states. The decision of the adjudicating panel is final. No correspondence will be entered into after the selection of the winners. SADC Secretariat via its appointed judges reserves the right to determine the winners at its sole discretion, and is not obliged to divulge entrants' scores or any other judging information.
8. The granting of an award to an entrant is subject to the company/organization making available a senior representative to attend the awards ceremony. SADC Secretariat reserves the right to withdraw an award from an entrant in the case of non-attendance.
9. Each SADC member state can qualify for a maximum of two awards per member state per year.