





# Table of Contents

Introduction to the National Quality Awards (NQA)	2
The benefits of the awards	3
Awards Frequency & Categories	4
Business Assessment & Award Recipients	5-7
Notes	8



# NATIONAL QUALITY AWARDS

# NQA

PRESENTED BY GNBS



## About the awards

### THE NATIONAL QUALITY AWARDS (NQAs)

The NQAs are presented by the Guyana National Bureau of Standards (GNBS) to recognise local businesses that have demonstrated commitment towards Quality by implementing recognised standards and best practices based on a comprehensive assessment using pre-established criteria under the Quality Awards Scheme. This Scheme is the catalyst which allows local businesses for the first time to compete in areas related to Quality which are key for sustainable and competitive businesses.

### OBJECTIVE OF THE NQA SCHEME

The National Quality Awards Scheme will recognise business organisations in Guyana for their commitment and dedication towards implementing standards which will allow for the provision of quality products and services.

### SPECIFIC OBJECTIVES

The National Quality Awards scheme has the following specific objectives:

- Promoting a culture of quality;
- Enhancing business efficiency and effectiveness through usage of recognised Quality Infrastructure (QI) services, e.g. standards and conformity assessment;
- Strengthening stakeholder engagement with the GNBS by creating quality based fora, including the public-private dialogue;
- Creating public awareness on the importance of quality goods and services and the significance of QI services in underpinning quality; and
- Increasing the quality of goods and services to achieve competitiveness at the regional and international levels.



# It's benefits

## HOW DOES THE NQA SCHEME BENEFIT PARTICIPANTS?

The NQAs Scheme will be the catalyst to boost the development of local businesses in the areas of Standards and Conformity Assessment. The benefits associated with the quality awards scheme are as followings:

- It will enhance the quality and competitiveness of local products and services;
- It will allow business organisations to compete on quality;
- It will encourage business organisations to adopt the principle of continual improvement;
- It will heighten consumer confidence and satisfaction in products and services;
- It will allow business organisations to use the awards as a tool for promotion to significantly widen market share;
- It can create a platform for business organisations to continuously evaluate their operations for conformance to standards and other strategic objectives;
- It will provide recognition to business

organisations that are dedicated to the implementation of standards;

- It will motivate employees to contribute towards quality improvements of business organisations; and
- It will prepare business organisations for participation in the Regional Quality Awards (RQA) Scheme.

---

## GENERAL CRITERIA FOR PARTICIPATION

To become an eligible candidate to participate in the Product and Service National Quality Awards, applicants shall fulfil the following general criteria:

1. Have a valid Business registration from the Deeds Registry.
2. Employ at least 50 percent Guyanese.

In addition, all applicants for the NQA must show evidence of or possess one or more of the following:

1. Quality/Policy/Administrative Manual.
2. Implementation of relevant National, Regional or International Standard.
3. Implementation of at least 50% of the seven quality management principles.



# Award Frequency & categories

## FREQUENCY OF AWARDS CEREMONY

The National Quality Awards will be held every two (2) years, commencing October, 2017.

## WHAT ARE THE CATEGORIES OF PARTICIPANTS AND AWARDS?

The following table indicates the size of Business organisation, Categories of Awards and Types of

<b>Size of Business Organisation</b>	<b>Award Categories</b>	<b>Award Type</b>
Small	Manufacture Award for Quality	Platinum + Gold
	Service Award for Quality	
Medium	Manufacture Award for Quality	Platinum + Gold
	Service Award for Quality	
Large	Manufacture Award for Quality	Platinum + Gold
	Service Award for Quality	



# Business Assessment & award recipients

## HOW WILL BUSINESS ORGANISATIONS BE ASSESSED?

Business organisations vying for an award under the NQA Scheme will be assessed according to their application of the principles of the ISO 9001 Quality Management System Standard and recognised best practices in their size category.

Quality Principles	Large Business Organisations		Medium Business Organisations		Small Business Organisations	
Customer Focus	375	25%	250	25%	125	25%
Leadership	225	15%	150	15%	75	15%
Engagement of People	225	15%	150	15%	75	15%
Use of Process Approach	300	20%	200	20%	100	20%
Improvement	100	7%	70	7%	35	7%
Evidence based decisions	150	10%	100	10%	50	10%
Relationship Management	125	8%	80	8%	40	8%
<b>Maximum Score</b>	<b>1,500 points</b>	<b>100%</b>	<b>1,000 points</b>	<b>100%</b>	<b>500</b>	<b>100%</b>

## WHO WILL SUCCEED AT RECEIVING THE AWARDS?

### Category 1: Manufacture Award for Quality

To be a winner of the Manufacture Award for Quality, the assessment must reveal that the business organisation has demonstrated commitment to producing product(s) under conditions that best reflect a commitment to quality, in the production process and beyond.

# Business assessment & award recipients cont'd

---

## Category 2: Service Award for Quality

To be a winner of the Service Award for Quality, the evaluation must reveal that the business organisation has demonstrated commitment to the provision of quality service under conditions that best reflect a commitment to quality in all stages of service delivery and beyond.

---

## HOW WILL THE PROCESS BE ADMINISTERED?

As the competent authority for standards, the GNBS shall establish a QA Team that will act as the Administrator, and the GNBS Main Office as the Secretariat for implementing the NQA Scheme.

The NQA Scheme will be administered by the GNBS with technical and/or financial assistance from the CROSQ Secretariat, the Government and other supporters that are approved by the Advisory Committee on Certification (ACC) and whose support is not a conflict of interest under the Scheme.

The administration of the NQA will take into consideration and map the entire process that comprises the launch, selection of assessors and ACC, the application process, training and financing, assessment, selection of winners, notification of winners, appeals, publication of results, the awards ceremony and the subsequent promotion of winners.

As the custodian of the process, the GNBS shall ensure diligent administration of the NQA Scheme through the ACC to ensure that due process is followed.

The launch or announcement of the hosting of the awards will be made by the GNBS.  
Awards.

The table below indicates the process and timelines for the hosting of the NQA in 2017.

No.	Activity	Timeline
1.	The Launch and Marketing of the Scheme	October 12, 2016
2.	Applications by Business Organisations	October - December , 2016
3.	Selection of Assessor Pool	November - December, 2016
4.	Conduct of Assessments	March - June, 2017
5.	Evaluation of Assessment Reports by the ACC	July - August, 2017
6.	Selection of Winners	August, 2017
7.	Notification of Winners	September, 2017 (Week 1)
8.	Appeals	September, 2017 (Week 2 & 3)
9.	Publication of Results	September, 2017 (Week 4)
10.	NQA Presentation Ceremony	October, 2017 (Week 2)
11.	Promotion of Awardees, training and support	Continuous

---

For further information regarding the NQAs, please contact Mr. [Lloyd David, QA Team Leader](#).  
Contact information:

Guyana National Bureau of Standards  
Flat 15 Sophia Exhibition Complex  
Sophia Georgetown  
Tel: 219-0064 - 66  
Email: [ldavid@gnbsgy.org](mailto:ldavid@gnbsgy.org)





# Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

