



DALBY CHAMBER OF COMMERCE & INDUSTRY INC



THE RACE FOR BUSINESS EXCELLENCE

**2009 BUSINESS
EXCELLENCE AWARDS
GUIDELINES BOOKLET**

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The Dalby Chamber of Commerce & Industry Business Excellence Awards has grown in significance and reputation over the past 13 years. From its inception in 1995, the continuing desire of the Chamber has been to promote, recognise and celebrate excellence in the business community of Dalby. 2009 will be no exception. The current organising committee have given much time and effort to seek to improve and enhance the format of the Awards .

This year, we have adopted a different method of judging the winners.

Formulated to align with more nationally recognised benchmarks, businesses are asked to address key criteria. A scoring matrix will be used in the judging process, and at the conclusion of the Awards, feedback will be available to each business, identifying strengths and opportunities for improvement. It is our desire to facilitate a continuous improvement culture throughout the business community of Dalby.

Please do not hesitate to contact the Chamber office should you require assistance or clarification regarding your application for the awards.

We congratulate you on your nomination, and wish you all the best with your submission!

WHO CAN APPLY

The Awards process is open to:

- Local Dalby and Surrounding District Businesses
- Commonwealth , State and Local Government Departments and Agencies operating locally
- Not-for-profit and Community Organisations

CONFIDENTIALITY

Information provided in your submission will be treated as confidential and will not be released without your written approval. All Awards staff and judges sign confidentiality agreements and declarations to avoid any possible conflict of interest.

Nominated businesses will be placed into one (1) of the following sections based on their core business activity. Winners of each category listed below will be eligible for the overall award for their section. A total of thirty-two awards will be given, including **2009 Business of the Year**, and **the2009 New Business of the Year**.

SECTION A INDUSTRY & AGRIBUSINESS

- CONSTRUCTION, MANUFACTURING & ENGINEERING
- CONSULTANT SERVICES TO RURAL INDUSTRY
- AGRICULTURAL ENTERPRISES

SECTION B HOSPITALITY & TOURISM

- FOOD & BEVERAGE
- ACCOMODATION, TOURISM & LEISURE

SECTION C RETAIL

- HOUSE, GARDEN & FASHION
- AUTOMOTIVE & MACHINERY
- GENERAL RETAIL

SECTION D BUSINESS & PROFESSIONAL SERVICES

- EDUCATION & TRAINING
- FINANCIAL, LEGAL & MEDICAL
- OTHER PROFESSIONAL SERVICES

SECTION E TRADES & SERVICES

- TRADE SERVICES
- HEALTH & WELL-BEING
- HAIR & BEAUTY

SECTION F COMMUNITY

APPLICATION

Your application is to be made up of 3 sections:

SECTION 1 - ORGANISATION DETAILS

Please provide basic information about your business, including contact details.

SECTION 2—ORGANISATIONAL SUMMARY

Please provide a broad overview of your business, including a description of the industry you operate in and your organisation's business environment,

SECTION 3—ORGANISATIONAL RESPONSE TO CRITERIA

Businesses will be judged on the following 7 criteria. Please address these criteria individually. An explanation of the assessment and scoring methodology is provided in this booklet to assist you with your application.

CRITERIA 1 LEADERSHIP

CRITERIA 2 STRATEGIC PLANNING

CRITERIA 3 USING INFORMATION & KNOWLEDGE

CRITERIA 4 PEOPLE

CRITERIA 5 CUSTOMER & MARKET FOCUS

**CRITERIA 6 PROCESS MANAGEMENT, IMPROVEMENT &
INNOVATION**

CRITERIA 7 SUCCESS & SUSTAINABILITY

Under each criteria please address the following headings:

Approach—thinking and planning

Deployment—Implementing and doing

Results—Monitoring and evaluating

Improvement—Learning and adapting

More details about these headings can be found on the next page.

ASSESSMENT & SCORING METHODOLOGY

Business performance will be assessed using these headings:

A- Approach –*Thinking & planning*

Describes what you are trying to achieve (eg organisational goals and objectives) for the criteria and the strategies, structures and processes that have been developed.

D- Deployment– *Implementing & doing*

Describes how those strategies, structures and processes have been put into practice and to what extent they have been implemented across the organization

R - Results—*Monitoring & Evaluating*

Describes trends in the results for this criteria and how they flow from the Approach and its Deployment. Describes how you communicate, interpret and use these results.

I - Improvement—*Learning & Adapting*

Describes the process to review the appropriateness and effectiveness of the Approach and its Deployment for the criteria.

Outlines what have you learned, how have you captured this learning, and how have you used the learning to improve the approach and it deployment

Weightings of Criteria and Items

The 17 items spread across the seven criteria, have weighted values, as shown in the table following. An overall score is determined for each item. This score is multiplied by the weighted score for the item and then divided by 10. The total over the 17 items in the table represents an overall score out of a possible 1000.

CRITERIA	ITEM	POINTS
LEADERSHIP	Describe your:	
	1.1 Leadership throughout the business	60
	1.2 Leading the organisational culture	60
	1.3 Leadership with regards to society, community and environmental responsibility	<u>60</u> 180
STRATEGIC PLANNING	Outline your:	
	2.1 Business's strategic direction	50
	2.2 Planning process	<u>50</u> 100
USING INFORMATION & KNOWLEDGE	Describe how you:	
	3.1 Generate, collect and analyse the right data to inform decision-making	50
	3.2 Apply this knowledge to create value	<u>50</u> 100
PEOPLE	Discuss:	
	4.1 Why your business is a great place to work	60
	Discuss how you:	
	4.2 Build organisational capability through people	50
	4.3 Protect the health, safety and wellbeing of the people in your business	<u>50</u> 160
CUSTOMER & MARKET FOCUS	Describe how you:	
	5.1 Gain and use knowledge of customers and markets	50
	5.2 Effectively manage customer relationships	50
	5.3 Use customer perception of value	<u>50</u> 150
PROCESS MANAGEMENT, IMPROVEMENT & INNOVATION	Outline how you:	
	6.1 Identify and manage processes	50
	6.2 Improve processes and make innovations	60
	6.3 Process outputs	<u>50</u> 160
SUCCESS & SUSTAINABILITY	Describe how you:	
	7.1 Measure and communicate organisational performance	100
	7.2 Make decisions based on key stakeholders' perceptions of planned outcomes	<u>50</u> 150

SCORING MATRIX

SCORE	APPROACH	DEPLOYMENT OF APPROACH	RESULTS OF THE APPROACH & ITS DEPLOYMENT	IMPROVEMENT OF THE APPROACH & ITS DEPLOYMENT
0	No evidence that Approach has been considered and there is a reactive attitude to problems	Little use of Approach	Anecdotal. Addresses few relevant areas	Anecdotal. No improvement activities in place.
1-2	Some form of Approach exists, but it is reactive and not systems based.	Approach is applied in some areas. Approach is separate from normal operations.	Some measures are in place to assess the effectiveness of achieving the intent of the Approach	Approach and Deployment are subject to ad hoc review.
3-4	Beginnings of a planned and prevention-based Approach	Approach is applied in some major areas. Approach is beginning to be part of normal operations.	Positive trends in some areas. The organization is beginning to make external comparisons. Some evidence that Results are caused by the Approach in some areas.	Approach and Deployment are subject to ad hoc review. Evidence that improvements are being implemented.
5	Approach is planned and has a defined sequence of Deployment	Approach is applied to many areas and activities, including the major ones. Approach is becoming part of operations and planning.	Positive trends in many areas, including major ones. Results are comparable with external organisations in some areas. Evidence that Results are caused by the Approach in some areas.	Approach and Deployment are subject to regular review. There is evidence that Approach and Deployment have been improved
6-7	Approach is planned with a focus on improving innovation and quality to enhance organisational performance	Approach is applied to most areas and activities, including all the major ones. Approach is part of normal operations and planning.	Positive trends in most areas, including the major ones. Favourable comparisons with external organisations in many areas. Evidence that Results are caused by the Approach in most areas.	There are mechanisms for regular review and improvement of Approach and Deployment. There is evidence that the organisation is continuously learning.

8-9	Approach is proven as a method for improving organisational performance.	Approach is applied to all major areas and activities, as well as most support areas. Approach is well established as part of normal operations and planning	Positive trends in all major areas. Among 'best-in-class' in some areas, including the major ones. Evidence that Results are caused by the Approach in most areas including all major ones	There is evidence of a system for regular review and improvement of Approach and Deployment. There is a systematic Approach to continuous organisational learning
10	Approach is accepted as best practice in the field	Approach is applied to all areas and activities. Approach is totally integrated into normal operations and planning	Positive trends in all areas. Excellent comparisons with external organisations in most major areas. Among 'best-in-class' in many areas. Results are clearly caused by the Approach in all areas	There is a proactive system for regular review and improvement of Approach and Deployment, including their appropriateness. There is widespread evidence that the organisation is continuously learning.

NOTES