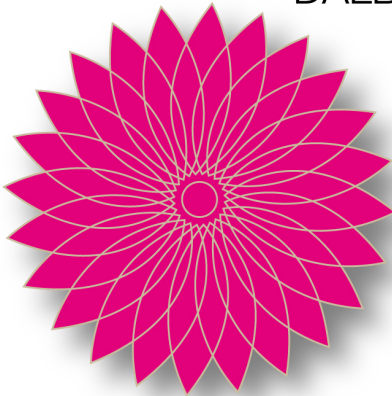


DALBY CHAMBER OF COMMERCE & INDUSTRY



16th ANNUAL

BUSINESS  
EXCELLENCE  
**AWARDS**

*Business Blooms in Dalby*

# Information & Guidelines 2011



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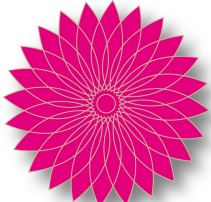
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## **BENEFITS OF THE DALBY BUSINESS EXCELLENCE AWARDS**



Facilitate a continuous improvement business culture throughout **participating organisations**



Enable detailed feedback on individual organisations, identifying strengths and opportunities for improvement



Gain recognition for organisational achievement

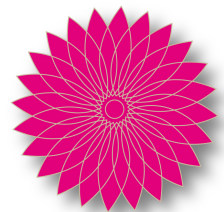
### **WHO CAN APPLY**

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.



## THE AWARDS SCHEDULE:

### **2011 Business of the Year - Business of the Year Award**

*This honor will be awarded to the highest scoring applicant organisation.*

### **2011 Small Business of the Year (10 Employees or less)**

#### **GOLD AWARD**

*To be eligible to receive a gold award, businesses must have achieved greater than a total of 700 points across all criteria as per the scoring matrix.*

#### **SILVER AWARD**

*To be eligible to receive a silver award, businesses must have achieved greater than a total of 650 points across all criteria as per the scoring matrix.*

#### **BRONZE AWARD**

*To be eligible to receive a bronze award, businesses must have achieved greater than a total of 600 points across all criteria as per the scoring matrix.*

#### **CRITERIA AWARDS**

**EXCELLENCE AWARDS** will be given to the highest scoring business for each of the 7 individual criteria

**DISTINCTION AWARDS** will be given to the 2<sup>nd</sup> highest scoring business for each of the 7 individual criteria.

**JUDGES' ENCOURAGEMENT AWARD** – *at judges' discretion*

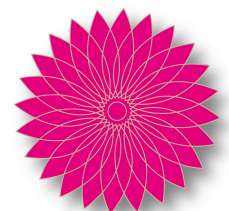
#### **NOTES & CONDITIONS**

*\*Individual scores will not be revealed*

*\* To be eligible for a Gold, Silver or Bronze Award, businesses must achieve more than 60% in each criteria*

*\* The 2011 Business of the Year, together with the winners of Gold, Silver & Bronze Awards will eligible to enter the Regional Business Excellence Awards in February 2012*

*\* Businesses choosing to enter at Criteria level only must address a minimum of four (4) criteria*





## **SCHEDULE OF DATES**

### **Workshop**

**30 August – 5:30 pm**

This workshop is designed to give general direction and assistance to businesses that are unsure or unfamiliar with the process of putting together their submission.

**Nominations Close: 2nd September 2011**

**Final Submissions: 16<sup>th</sup> September 2011**

**Judging commences: 19th September 2011**

**Judging Finalised: 23<sup>rd</sup> September 2011**

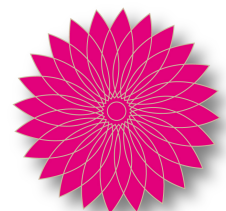
### **Site Visits**

Will be conducted by appointment

## ***Awards Dinner – Friday 14th October***

### **Feedback & Individual Interviews:**

Feedback reports as well as opportunity to meet with the Head Judge for one on one interviews will be available from early November. Dates will be advised via email.





## **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***

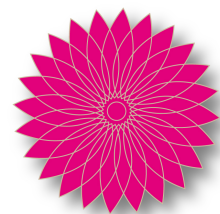
Please provide a broad picture of your business including

- a description of your strategy for business improvement
- a summary of your achievements
- a description of your business environment and the major issues you face and how you are addressing these

### ***SECTION 3 - ORGANISATIONAL RESPONSE TO CRITERIA***

Businesses will be judged on the following criteria. Please address these criteria individually. Outline your Approach, Deployment, Results and Improvement for each criteria. An explanation of the assessment and scoring methodology is provided in this booklet to assist you with your application.

You can choose to write this in essay form or simply use dot points. PLEASE DO NOT EXCEED MORE THAN 200 WORDS PER CRITERIA.



## ASSESSMENT METHODOLOGY

### (Approach, Deployment, Results, Improvement)

Business performance will be assessed using these headings. Giving examples would be helpful.

- **Approach** –Thinking & Planning

*Tell us about your thinking and planning processes*

- **Deployment**– Implementing & Doing

*From your thinking and planning process, tell us how you implement your strategies*

- **Results**—Monitoring & Evaluating

*Tell us how you monitor and evaluate your strategies*

- **Improvement**—Learning & Adapting

*From your monitoring, tell us how you use the information to improve your business*

CRITERIA 1 **LEADERSHIP**

CRITERIA 2 **STRATEGIC PLANNING**

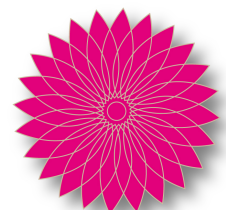
CRITERIA 3 **PROCESS MANAGEMENT, IMPROVEMENT & INNOVATION**

CRITERIA 4 **USING INFORMATION & KNOWLEDGE**

CRITERIA 5 **CUSTOMER & MARKET FOCUS**

CRITERIA 6 **PEOPLE**

CRITERIA 7 **SUCCESS & SUSTAINABILITY**



## **WEIGHTED CRITERIA**

### **Criteria 1: Leadership (180 points)**

Describe leadership in your business (60), how you lead the culture of your organisation (60) and your leadership in the community (60).

### **Criteria 2: Strategic Planning (100 points)**

Outline your strategic direction of your business (50) and the processes you have in place to achieve this (50).

### **Criteria 3: Process Management, Improvement & Innovation (150 points)**

Outline how you manage and improve processes in your business (100). Describe any innovative processes you have developed (50).

### **Criteria 4: Information & Knowledge (100 points)**

Describe how you collect and analyse appropriate data (50) to create value and make informed decisions in your business (50).

### **Criteria 5: Customer & Market Focus (150 points)**

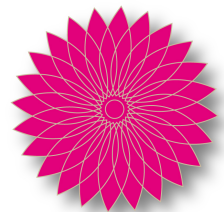
Describe your customer and marketing plan (50) and how you use this to build (50) and manage customer relationships (50).

### **Criteria 6: People (160 points)**

Outline how your business values staff (80) and empowers them (80).

### **Criteria 7: Success & Sustainability (180 points)**

Describe how you measure and communicate your business' performance (100) and then how you make decisions for the on-going future of your business (80).

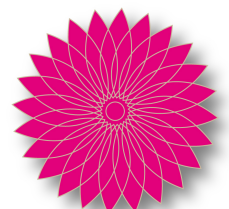


## Weightings of Criteria and Items

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.

### SCORING MATRIX

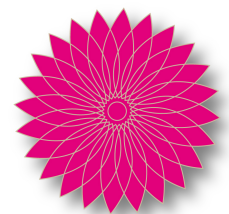
SCORE	APPROACH	DEPLOYMENT	RESULTS	IMPROVEMENT
<b>0</b>	No evidence that Approach has been considered and there is a reactive attitude to problems	Little use of Approach	Anecdotal. Addresses few relevant areas	Anecdotal. No improvement activities in place.
<b>1-2</b>	Some form of Approach exists, but 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.
<b>3-4</b>	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.
<b>5</b>	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





	<b>APPROACH</b>	<b>DEPLOYMENT</b>	<b>RESULTS</b>	<b>IMPROVEMENT</b>
<b>6-7</b>	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.
<b>8-9</b>	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
<b>10</b>	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.

Should you require any assistance with your application, please do not hesitate to contact Chamber on 4662 4050.





Dalby Chamber of  
Commerce & Industry

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