

The National Quality Awards Programme



The National Quality Awards (NQA) Programme Self assessment checklist is to be filled out by all participants of the NQA Programme. This checklist contains all the areas to be assessed by the Bureau of Standards Jamaica in evaluating your company for the NQA; it plays a pivotal role in the NQA process.

Self
Assessment
Checklist –
Service
Sector



BUREAU OF STANDARDS JAMAICA
National Quality Awards Programme Self Assessment Form – Service Sector

Contact Information

Company Name*:

Management representative#:

Phone Number:

Email:

*State the company name as you wish it to appear on promotional materials which may include advertisements, trophies, and certificates.

State Name and Position

Guidance on Completing this Form

To continue the process, please review this document in full before completing it. In the table below please indicate the names of the persons responsible for the respective NQA Programme focus areas.

Table1

NQA Focus Area	Persons Responsible	Position
Organizational Focus		
Human Resource Focus		
Process Management		
Customer Focus		
Business Results		



BUREAU OF STANDARDS JAMAICA
National Quality Awards Self Assessment Form

Focus Areas Service Sector	Policy/ Procedure					
	Present		Documented		Implemented	
	Yes	No	Yes	No	Yes	No

1.0 Organizational Focus						
1.1 Corporate Social Responsibility						
1.1.1 Ethical Behaviour						
1.1.2 Mission, vision and value of the company						
1.1.3 Active involvement in support of communities						
1.1.4 Compliance to regulatory standards and statutory requirements						
1.2 Leadership						
1.2.1 Management commitment to quality						
1.2.2 Communications of strategies and business plans (Involvement of staff in developing business plans)						
1.2.3 Continuous improvement (Feedback on accomplishments/failures)						
1.2.4 Values and direction of senior leaders						
1.2.5 Succession planning						
1.3 Environmental Awareness						
1.3.1 Waste management						
1.3.2 Conservation of natural resources (energy, paper etc)						
2.0 Human Resource Focus						
2.1 Work Systems						
2.1.1 Hiring and recruiting procedure and criteria						
2.2 Employee Development						
2.2.1 Employee recognition system						
2.2.2 Training Programme (Employee training)						



BUREAU OF STANDARDS JAMAICA
National Quality Awards Self Assessment Form

Focus Areas Service Sector	Policy/ Procedure					
	Present		Documented		Implemented	
	Yes	No	Yes	No	Yes	No
2.2.3 Performance Management Systems						
2.3 Employee Development						
2.3.1 System of Identification of organizational needs associated with employee, workplace & environmental safety						
2.3.2 System/Provision of incentives and rewards						
2.3.3 Provision of recreation and cultural activities						
2.3.4 Monitoring of turnover rate						
3.0 Process Management						
3.1 Quality Control						
3.1.1 Quality of Service						
3.1.2 Customer interaction (how a service request/order is received; processed; delivered)						
3.1.3 Identification of critical processes/services						
3.1.4 Internal and external auditing						
3.2 Use Of Standards						
3.2.1 International and local standards (What standards are applicable, keeping track of changes and updates)						
3.2.2 Health and safety systems						
3.3 Process Flow						
3.3.1 Facility Layout (Outlined routes for process flow/service delivery)						
3.4 Documentation						
3.4.1 All process control records						
3.4.2 Good Housekeeping Practices (Cleaning, Sanitation and Pest control)						



BUREAU OF STANDARDS JAMAICA
National Quality Awards Self Assessment Form

Focus Areas Service Sector	Policy/ Procedure					
	Present		Documented		Implemented	
	Yes	No	Yes	No	Yes	No
3.4.3 Maintenance of Service Delivery Equipment						
3.4.4 Customer Communication						
3.5 Good Business Practices:						
3.5.1 Building exterior & interior (occupational health and safety)						
3.6 Analysis						
3.6.1 Analysis of cycle time (time taken for task completion)						
4.0 Customer Focus						
4.1 Customer Loyalty And Retention Programme						
4.1.1 Analysis of repeat business						
4.1.2 Analysis of Customer satisfaction (customer feedback)						
4.1.3 Managing Customer Experience (internal & external)						
4.1.4 Protecting customer information (privacy issues)						
4.2 Complaints Management System						
4.2.1 System for complaints handling						
4.3 Objective And Reliable Information						
4.3.1 Market surveys/ Focus Groups						
4.3.2 System for the measurement of service reliability						
5.0 Business Results						
5.1 Fiscal accountability(Declaration of assets, Percent of independent board members)						
5.2 Market survey analysis						



BUREAU OF STANDARDS JAMAICA
National Quality Awards Self Assessment Form

Focus Areas Service Sector	Policy/ Procedure					
	Present		Documented		Implemented	
	Yes	No	Yes	No	Yes	No

5.3 Analysis of organization efficiency						
5.4 Cost control analysis						
5.5 Return on Investment analysis						

Please select an audit date between February to May 2016 that would be most suitable to the company, and all outlined as being responsible for the focus areas listed in Table1

Comments

Signature of Management Representative:

Date:

FOR OFFICIAL USE ONLY	
Receiving Officer: _____	Signature: _____
BSJ Date received: _____	