

# 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. 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 –  
Small to  
Medium Sized  
Enterprises

### 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 focus areas.

Table 1

NQA Focus Area	Persons Responsible	Position
<b>Organizational Focus</b>		
<b>Human Resource Focus</b>		
<b>Process Management</b>		
<b>Customer Focus</b>		
<b>Business Results</b>		

Focus Areas Service Sector	Policy					
	Present		Documented		Implemented	
	Yes	No	Yes	No	Yes	No
<b>1.0 Organizational Focus</b>						
<b>1.1 Corporate Social Responsibility</b>						
1.1.1 Mission, vision and value of the company						
1.1.2 Compliance to regulatory standards and statutory requirements						
<b>1.2 Leadership</b>						
1.2.1 Management commitment to quality						
1.2.2 Continual improvement (Feedback on accomplishments/failures)						
<b>1.3 Environmental Awareness</b>						
1.3.1 Waste management						
1.3.2 Conservation of natural resources (energy, paper)						
<b>2.0 Human Resource Focus</b>						
<b>2.1 Work Systems</b>						
2.1.1 Hiring and recruiting criteria						
<b>2.2 Employee Development</b>						
2.2.1 Training Programme (Employee training)						
<b>2.3 Employee Well-Being And Satisfaction</b>						
2.3.1 Plan/Procedure/Practice for the provision of recreation and cultural activities						
<b>3.0 Process Management</b>						
<b>3.1 Quality Control</b>						
3.1.1 Quality of Service						
3.1.2 Identification of critical processes/ services						
3.1.3 Internal and external auditing						
<b>3.2 Use Of Standards</b>						

Focus Areas Service Sector	Policy					
	Present		Documented		Implemented	
	Yes	No	Yes	No	Yes	No
<b>3.2.1</b> International and local standards (What standards are applicable, keeping track of changes and updates)						
<b>3.3 Process Flow</b>						
<b>3.3.1</b> Facility Layout (Outlined routes for process flow/service delivery)						
<b>3.4 Documentation (All process control records)</b>						
<b>3.4.1</b> All process control records						
<b>3.4.2</b> Good House Keeping Practices (Cleaning, Sanitation and Pest Control)						
<b>3.4.3</b> Maintenance of Service Delivery Equipment						
<b>3.5 Facility Maintenance:</b>						
<b>3.5.1</b> Building exterior & interior: occupational health maintenance and safety, appropriate signage						
<b>4.0 Customer Focus</b>						
<b>4.1</b> Customer Loyalty and Retention						
<b>4.1.2</b> Protecting customer information (privacy issues)						
<b>4.2 Complaints Management System</b>						
<b>4.2.1</b> System for complaints handling						
<b>5.0 Business Results</b>						
<b>5.1</b> Fiscal accountability(Declaration of assets)						
<b>5.2</b> Market survey analysis						
<b>5.3</b> Analysis of organization efficiency and Cost Control						
<b>5.4</b> Return on Investment analysis						

Please select an audit date between 04 April 2022 – 31 May 2022 that would be most suitable to the company and all outlined as being responsible for the focus areas listed in Table 1.

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**Comments**

Signature of Management Representative: \_\_\_\_\_ Date: \_\_\_\_\_

<b>FOR OFFICIAL USE ONLY</b>	
Receiving Officer: _____	Signature: _____
BSJ Date received: _____	