Entry Kit

www.pbinstitution.net/goldaward.htm
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WHAT IS THE AWARD?

The Gold Award benefits organisations, industries and the community at large, by promoting and recognising organisations committed to achieving Organisational Success through Best Practice.

The Gold Award is run on a State level, and folds into a National Awards program where Gold Awardees become eligible to win the National Gold Award for their category.

The Gold Award focuses on:

- The awareness of the continual business improvement process and underlying principles for achieving competitiveness and organisational success; and
- An understanding of all the requirements for business excellence.

They are based on eight critical Management Systems elements necessary for excellence and sound organisation-wide management.

The Gold Award is third-party certified by Compliance Australia Certification Services (Certificate Number 1173).

Entrants submit a short Application Form to provide assessors with an overview of the organisation and the critical aspects of the management of the organisation.

In each State, each organisation that scores 850 or more points will receive a Gold Award
In each State, each organisation that scores 800 to 849 points will receive a Silver Award
In each State, each organisation that scores 750 to 799 points will receive a Bronze Award

The Gold Awardees in each State with the highest score nationally in each category will receive the National Gold Award in each category.
The Progressing Business Institute (PBI) recognises that many organisations have achieved real progress in Business Improvement through the implementation of Management Systems. It also acknowledges that many organisations have progressed beyond these systems to best practice.

The Gold Award for Business Excellence
This award is open to any organisation which has in place an effective Third Party Certified Management System accredited by JAS-ANZ.

The Gold Award for Industry Management Excellence
This award is open to any organisation which has in place an effective Third Party Certified Management System accredited by a body approved by the Federal or State Governments.

The Gold Award for Laboratory Management Excellence
eg NATA Accreditation at www.nata.asn.au/

The Gold Award Health Care Management Excellence

The Gold Award, Aged Care Management Excellence

The Gold Award for Export Management Excellence
eg Certificate of Export (www.apvma.gov.au), or registered with AUSTRADE

The Gold Award for Sustainable Gardening Management Excellence
eg OGA Small Producers Certification Program at www.organicgrowers.org.au/, Sustainable Gardens Australia at www.sgaonline.org.au
The **Gold Award for Education and Training Management Excellence**, 
eg Registered Training Organisations, [www.aqf.edu.au/](http://www.aqf.edu.au/)

The **Gold Award for Eco-Tourism Management Excellence** 

The **Gold Award for Aerospace Management Excellence**, 
eg Civil Aviation Safety Authority at [www.casa.gov.au](http://www.casa.gov.au)

The **Gold Award for Sustainable Environmental Management Excellence** 

The **Gold Award for Software Systems and Engineering Management Excellence**  

The **Gold Award for Conformity Assessment Body Management Excellence**  
This award recognises the excellent management activities of organisations accredited to provide certification and inspection services to organisations.

The **Foundation Award for Entrepreneurial/Start-Up Management Excellence**  
This award is open to any small entrepreneurial/start up business which has in place a Management System.

You may enter for a Gold Award for Management Excellence as well as the Gold Award for Business Excellence if you have the relevant certifications.
ELIGIBILITY

The Gold Award is open to:

Registered Australian Organisations with an ABN (for-profit and not-for-profit), plus government entities; as well as a specific branch or office within any organisation or entity.

The **Gold Award for Business Excellence**

This award is open to any organisations which has in place an effective Third Party Certified Management System accredited by JAS-ANZ.


The **Gold Award for Industry Management Excellence**

This award is open to any organisation which has in place an effective Third Party Certified Management System accredited by an industry body and approved by the Federal or State Governments.

Organisations may enter an award specific to their operations or industry (if applicable), and may also apply for the Gold Award for Business Excellence.

Any organisation that wins the Gold Award for three consecutive years is then granted entrance into the prestigious Hall of Fame, where they will be honoured annually for the next three years without the need to enter the awards during that period.

The **Foundation Award for Entrepreneurial/Start-Up Management Excellence**

This award is open to any small entrepreneurial/start up business which has in place a Management System.

Forward the Application Kit by email to goldaward@pbinstitute.net by close of business 16 May 2015.
Benefits to awardees are:

- The major benefit of The Gold Award for Business Excellence is the highly credible benchmarking evaluation process.
- All applicants who are assessed will be presented with a report discussing in detail areas of strength together with areas for improvement, and providing encouragement focusing on the applicant’s future directions.
- A unique Award plaque (gold, silver or bronze).
- Assistance from the PBI with marketing and PR opportunities.
- An Awards seal provided to you after the awards which can be used on your business collateral for three years.
- An exclusive networking and “idea swap” opportunity on the afternoon before the Awards Ceremony.
- Attendance at a Recognition Workshop where key assessors provide insights and hints on compliance, trends and the very best initiatives they encountered during the assessments.
- Professional promotion of the win through e-bulletins and on the PBI and AOQ-QLD® website.
- The opportunity to be inducted into the prestigious Gold Award Hall of Fame if the Gold Award benchmark is reached in three consecutive years.
KEY DATES

Launch date: 5 March 2015
Application closing date: 16 May 2015
The Awards presentation will be made in Brisbane on 24 June 2015
Entering the Gold Awards is easy.

Simply fill in your application:

1. Complete the Application Form (pages 13 to 18).
2. Respond to the eight (8) Award Criteria.
3. Provide us with a copy of your last major Audit Report from the Certification/Accreditation Body which includes the Certificate to the Standard with capability statement.
4. Attach an organisational chart of your business. If you are a subsidiary, then please provide an organisational chart of the parent company showing your relationship to the parent company.
5. Provide the requested media files (see page 15).
6. Submit your payment with your application (see page 12).
7. Forward your submission by email to goldaward@pbinstitution.net

Application close 16 May 2015.
An expert panel of assessors will be appointed by Progressing Business Institute to conduct the assessment process. An independent Adjudication Committee will also be appointed. On receipt of the Application with Assessment Fee the following stages are taken:

- **Stage 1 – Initial Review**
  A desktop review of your submitted documents ensures that all the requirements of the Application Form have been addressed.

- **Stage 2 – On-site Assessment**
  An on-site visit by one member of the team of assessors will occur.

- **Stage 3 – Identification of Winners**
  Following the on-site visits, the assessors prepare a report for the independent Adjudication Committee who will identify Bronze, Silver and Gold awardees.

- **Stage 4 – Presentation of the Awards**
  The Awards presentation will be made in Brisbane on 24 June 2015.
SUBMISSION FORMAT

Clearly print all information requested.

The Application Form may be duplicated and single-sided pages submitted.

The Application Form is also available as a Word document and can be downloaded at www.pbinstitution.net/DOC/GoldAward2015.doc

Please adopt the following format for all submitted materials:

- **Paper size:** A4 portrait
- **Font style:** Minimum 12 point font, single spaced
- **Font type:** Arial
- **Response length:** Maximum eight (8) A4 pages for the body of the submission which contains your responses to the eight criteria questions.
  - Customer Focus
  - Leadership
  - Involvement of People
  - Process Approach
  - System Approach to Management
  - Innovation and Continual Improvement
  - Factual Approach to Decision Making
  - Mutually Beneficial Supplier Relationships

Each of the criteria address critical aspects of management and can be measured against the level of implementation ie Commitment Level/Achievement Level/Excellence Level.

Please provide a maximum eight (8) page (total for the eight criteria) report on what your organisation does to meet these criteria.

Prior to the on-site assessment, you will be provided with a list of questions that will be put by the assessor, so that you can prepare for the visit.

Gold Award for Business Excellence 2015
Your Application and Assessment Fee includes an on-site assessment and expert assessor’s written feedback. Bronze, Silver and Gold Award winners gain additional benefits. Please see the Benefits section of this document for details.

<table>
<thead>
<tr>
<th>Size of organisation (equivalent fulltime employees)</th>
<th>Application / Assessment Fee ($ AUS + GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Members</td>
</tr>
<tr>
<td></td>
<td>one category</td>
</tr>
<tr>
<td>Micro organisation (up to 5 employees)</td>
<td>0</td>
</tr>
<tr>
<td>Small organisation (6 – 20 employees)</td>
<td>0</td>
</tr>
<tr>
<td>Medium organisation (21 – 150 employees)</td>
<td>0</td>
</tr>
<tr>
<td>Large organisation (151 – 999 employees)</td>
<td>0</td>
</tr>
<tr>
<td>Very large organisation (1,000 – 1,999 employees)</td>
<td>0</td>
</tr>
<tr>
<td>Mega organisations (2,000+ employees)</td>
<td>0</td>
</tr>
</tbody>
</table>

The organisation must also pay reasonable costs associated with any site visit(s) outside the major metropolitan cities of Brisbane, Sydney, Melbourne, Hobart, Adelaide and Perth.

The non-member fee includes membership in the Progressing Business Institute (PBI) until 30 June 2015. PBI will be in contact with all non-member applicants once Awards Applications are processed.

Application Fees are non-refundable and must be paid in full by 16 May 2015.
APPLICATION FORM

1. Applicant
Organisation Name ___________________________________________________ ABN ___________________________
Address ___________________________________________________________________________________________
_______________________________________________________________________________ Postcode ________
List addresses of all locations covered by this application. Use separate sheet if required.
Address ___________________________________________________________________________________________
_______________________________________________________________________________ Postcode ________
Address ___________________________________________________________________________________________
_______________________________________________________________________________ Postcode ________

2. Contact Details
Name _____________________________________________________________________________________________
Title ____________________________________________________________________________________________
Address __________________________________________________________________________________________
_______________________________________________________________________________ Postcode ________
Telephone __________________________________________ Facsimile _______________________________________
Email ____________________________________________________________________________________________

3. Size of Applicant
Total number of employees (EFT) ________________________ Total number of offices/branches ___________________
4. Award Category (Please tick the category you are entering. You may enter two categories, if one of them is the Gold Award for Business Excellence.)

Size (equivalent fulltime employees)  
- Micro Organisations – up to 5 employees
- Small Organisations – 6 to 20 employees
- Medium Organisations – 21 to 150 employees
- Large Organisations – 151 to 999 employees
- Very Large Organisations – 1000 to 1999 employees
- Mega Organisations – 2000 and over employees

Please tick all the categories you are entering
- Gold Award for Business Excellence
- Industry Management Excellence Award
  - Gold Award for Laboratory Management Excellence
  - Gold Award HealthCare Management Excellence
  - Gold Award Aged Care Management Excellence
  - Gold Award for Aerospace Management Excellence
  - Gold Award for Export Management Excellence
  - Gold Award for Sustainable Environmental Management Excellence
  - Gold Award for Sustainable Gardening Management Excellence
  - Gold Award for Software Systems and Engineering Management Excellence
  - Gold Award for Education and Training Management Excellence
  - Gold Award for Eco-Tourism Management Excellence
  - Other: Gold Award for Industry Management Excellence.
- Gold Award for Conformity Assessment Body Management Excellence
- Foundation Award for Entrepreneurial/Start-Up Management Excellence

Specify website of certification/accreditation body.

For multi-office/branch organisations
- Corporate Application
  (organisations with multiple branches)
- Individual Branch/Office Application (please specify branch/office)
5. Description of Products and Services and % of Total Income

__________________________________________________________________________________________________
__________________________________________________________________________________________________
__________________________________________________________________________________________________

6. Fees (see page 12)
Enclosed is $__________________ to cover our Application Fee (a Tax Invoice will be forwarded). Please EFT to BSB 124005 account number 21463228 account name PBI. Place your company name in the “payee” reference.

7. Statement (please tick the box)

We understand that this application will be reviewed by members of the Gold Award Committee, the Assessors and the members of the independent Adjudicating Committee. Should our organisation be selected for one or more site visits, we agree to host the site visit(s) and to facilitate an open and unbiased examination. We understand that the organisation must pay reasonable costs associated with any site visit(s) outside the major metropolitan cities of Brisbane, Sydney, Melbourne, Hobart, Adelaide and Perth.

8. Media Files
Please include:
• a high resolution file of your organisation logo (Illustrator EPS format for print and JPG format for the website)
• images in JPG format (300dpi).
• three Powerpoint slides to a total file size of less than 1mb. Should you be selected as an Award finalist or winner, the material supplied with your application will be used in the audiovisual presentation at the Award Dinner and we recommend that you provide only high quality images.
• up to 150 words describing the organisation for marketing purposes.
9. Response to the Award Criteria

The Gold Award for Business Excellence is judged on the level of implementation of the eight critical elements necessary for excellence and sound company-wide management.

These eight critical elements make up the selection criteria and are as follows:

i  **Customer focus:** Examining the effectiveness of Top Management in determining and meeting customer needs and expectations, with the aim of enhancing customer satisfaction.

ii **Leadership:** Management’s role is explored to establish its effectiveness in developing and maintaining unity of purpose and direction within the organisation and meeting the needs and expectations of interested parties throughout industry and the community.

iii **Involvement of People:** This criteria investigates the organisation’s ability to recognise that their people at all levels are the essence of their organisation and its effectiveness in fully involving people and enabling their abilities to be used for the organisations benefit.

iv **Process approach:** Examining the ability of the organisation to create a process approach to its business activities and to manage that approach for effective and efficient growth.

v **System approach to management:** This criteria determines how organisations identify, understand and manage interrelated processes as a system. It examines the organisation’s efficiencies and effectiveness in achieving its objectives.

vi **Innovation and Continual improvement:** The examination addresses the organisation’s ability to anticipate change and take the necessary actions to maintain and advance its position in the marketplace. It also examines whether the organisation measures its performance on its continual improvement outcomes.

vii **Factual approach to decision making:** This section evaluates top management’s ability to make effective decisions that are based on the analysis of data and information.

viii **Mutually beneficial supplier relationships:** This will reveal the extent that the organisation has recognised that its suppliers and itself are interdependent and through strengthening this relationship they enhance the ability for both organisations to create value.

Please attach a maximum eight (8) page response (total) to the above eight (8) Awards Criteria.
10. Audit Report
Include a copy of the last major Audit Report that is free of non-conformances from the Certification/Accreditation Body, the Certificate to the Standard and capability statement.

11. Organisational chart
Attach an organisational chart of your business. If you are a subsidiary, then please provide an organisational chart of the parent company showing your relationship to the parent company.

12. Signature, Authorising Official

________________________________________________________________________________________________________
SIGNATURE                                              DATE

Name ____________________________
Title _________________________________________________________________________________________________
Address _____________________________________________________________________________________________
_______________________________________________________________________________Postcode __________

Telephone __________________________ Facsimile ___________________________________________

Email _______________________________________________________________________________________________

Forward the kit by email to goldaward@pbinstitute.net by close of business 16 May 2015.
CONTACTS

Entrant and sponsorship enquiries:
Progressing Business Institute (PBI)
PO Box 15205
City East
Queensland 4002
Phone: 07 3816 2255
Email: goldaward@pbinstitute.net

Membership and all other enquiries:
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PO Box 15205
City East
Queensland 4002
Phone: 07 3816 2255
Email: goldaward@pbinstitute.net

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♦ Service Review  ♦ Customer Feedback
♦ Skilful Complaints-handling ♦ Service Process Improvement

SERVICE TRANSFORMATION

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✔ Are you and your staff challenged by the demands of customers and service users in modern and complex business environments?
✔ Do your customers still not appreciate the services you offer - despite the best efforts of you and your staff?

♦ Service Review - against the © Nine Rules of Service, benchmarking against International Standards, cross-industry best practice, amongst others;

♦ Customer Feedback Strategies - using sophisticated and advanced methods for gathering actionable input from your customers and users, and measuring the indicators of satisfaction as Service Performance Indicators (SPIs);

♦ Skilful Complaints-handling - using the ISO 10002:2004 International Standard; and,

♦ Service Process Improvement - using our unique SPIs © (Service Performance Indicators). We can assist you to build your business capacity with service process engineering; and imagineering; customer value-chain mapping; and, other complex systems- and process interrogatory and analysis methods.

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WEB: www.servicetransformation.com.au
Global Certification Pty Ltd is an Accredited Third Party Certification Body, which was established by three practitioners with over fifty years collective experience in the Industry. We are a ‘quality focused’ organisation that complies with the International General Criteria for Certification Bodies. Our activities are monitored and regulated by JAS-ANZ, this ensures the integrity of our certification process and its continuing compliance with the requirements of international and national accreditation criteria.

Bruce Smith - Bruce has been involved with Quality Management systems for the last 24 years. He is currently CEO of Global Certification Pty Ltd. Prior to working with GC he owned another Certification Body with offices in Australia, Malaysia and South Korea. Bruce has given many presentations around the world on integrated management systems and is currently serving on AOQ (Qld) Council which has been the Industry Association for many years. Bruce has 37 years’ experience in Senior Management positions in Private Enterprise and Semi-Government.

David Royal - David is currently a Director of Global Certification and is registered with RABQSA for Quality, Safety and Environmental certification. He has worked in business systems certification for the last 17 years and has clients all over Australia. David’s personal skills cover civil construction, transport, manufacturing, corporate governance, aviation etc. In 1995-96 David finalised his studies in Melbourne specialising in natural resource management. Prior to this David had an extensive career as a crime scene investigator for the State Forensic Science Laboratory in Victoria.

Tina Long - Tina is currently a Director of Global Certification and the General Manager, conducting Quality audits and training for Safety and Environmental. Prior to joining GC Tina was the Office Manager for another Certification Body for a number of years. Before working in the Certification Industry Tina managed her own business in Cairns and then in Brisbane. With the return of children to school Tina decided to change career paths and moved into the Certification Industry.

Our aim here at Global Certification is to achieve customer confidence in the quality of service offered, our Management system has been implemented with guidelines contained from the International Standards and ISO 9001:2008, which embrace all the processes needed to provide an effective service and to meet our objectives.

We are accredited by JAS-ANZ to offer the following Management System Certification for Quality, Environmental, Occupational Health & Safety, Onsite Domestic Wastewater Treatment Units – Part 1 and 3, Polyethylene Storage Tanks, Concrete Structures Retaining Liquids, Technical specification for plumbing and drainage products. Part 026: Cold Water Storage Tanks. Other programs are offered without JAS-ANZ accreditation, these are:- Risk Management Systems, Food HACCP, VEDN - The Victorian Electricity Distribution Networks and VRPQ - VicRoads Pre-qualification Scheme.

If you would like a quotation for any of the above standards for Certification, you will find our hourly rates very competitive. Contact Tina Long on 07 5428 3090, Mobile: 0435 843 784 or email tlong@globalcertification.com.au
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ISO 9001
LEVEL 2 INTERMEDIATE
ISO 26000
ISO 14064

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