

2011

The Gold Awards for Business Excellence

Entry Kit



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WHAT ARE THE AWARDS?

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

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

The Gold Awards focus on:

- The awareness of Quality Management and 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 Quality Management elements necessary for excellence and sound organisation-wide management.

The Gold Awards are 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.



CATEGORIES

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** recognises and encourages organisations whose leadership qualities and innovation have progressed them beyond Management Systems and Certification to leading examples of best practice.

The **Gold Award for Laboratory Management Excellence** recognises accredited laboratories that stand out from their competitors for their exemplary sustainable management activities.

The **Gold Award for Health/Aged Care Management Excellence** recognises accredited health and/or aged care facilities that display excellence in their management activity.

The **Gold Award for Aerospace Management Excellence** recognises the excellent management activities of accredited organisations in the aerospace industry.

The **Gold Award for Export Management Excellence** recognises organisations who export, for their excellent management activities.

The **Gold Award for Sustainable Environmental Management Excellence** recognises organisations who have achieved certified reductions in greenhouse emissions.

The **Gold Award for Sustainable Gardening Management Excellence** recognises gardening businesses that have achieved recognition for real, continually improving and easily understood environmental solutions for gardeners.

The **Gold Award for Software Systems and Engineering Management Excellence** recognises the excellent management activities of organisations in the software systems and engineering industry.



ELIGIBILITY

ELIGIBILITY

The Gold Awards are open to:

- (a) For-profit, government and not-for-profit entities; as well as a specific branches or offices within any organisation.
- (b) Any organisation which has in place an effective Third Party Certified Management System accredited by a body approved by the Federal Government.
- (c) Members and non-members of AOQ QLD Inc and PBI.
- (d) If applying for the Gold Award for Business Excellence, then the certification must be accredited by JAS-ANZ.
- (e) 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.

Forward the Application Kit by email to goldaward@pb institute.net by close of business 31 August 2011.



BENEFITS

Benefits to awardees are:

- The major benefit of The Gold Awards 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 National Awards for all State winners.
- 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 Awards Hall of Fame if the Gold Award benchmark is reached in three consecutive years.



KEY DATES

Application closing date:	31 August 2011
Initial review:	5-9 September 2011
On-site assessment:	19-23 September 2011
Queensland Awards	Brisbane, Wednesday 26 October 2011
NSW Awards	Sydney, Thursday 27 October 2011
Victoria Awards	Melbourne, Friday 28 October 2011
South Australia Awards	Adelaide, Tuesday 01 November 2011
Western Australia Awards	Perth, Wednesday 02 November 2011
National Awards	Melbourne, 17 November 2011



HOW TO ENTER

Entering the Gold Awards is easy.

Simply fill in your application:

1. Complete the Application Form (pages 12 to 15).
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 14).
6. Submit your payment with your application (see page 11).
7. Forward your submission by email to goldaward@pb institute.net

Application close 31 August 2011.



AWARDS PROCESS

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/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 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 award levels.

- **Stage 4 – Presentation of the Awards**

The Awards presentation will be made at State and then National Awards Dinners.



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.pbinstitute.net/DOC/GoldAward2011.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.



APPLICATION & ASSESSMENT FEES

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.

Size of organisation	Application / Assessment Fee (\$ AUS + GST)			
	Members		Non-members	
	one category \$	two categories \$	one category \$	two categories \$
Micro organisation (up to 5 employees)	600	880	960	1,408
Small organisation (6 – 20 employees)	1,100	1,660	1,760	2,656
Medium organisation (21 – 150 employees)	1,675	2,425	2,680	3,880
Large organisation (151 – 999 employees)	2,025	2,945	3,240	4,712
Very large organisation (1,000 – 1,999 employees)	2,200	3,195	3,520	5,112
Mega organisations (2,000+ employees)	2,285	3,280	3,656	5,248

The non-member fee includes membership in the Progressing Business Institute (PBI) until 30 June 2012. 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 31 August 2011.



APPLICATION FORM

● 1. Applicant

Organisation Name _____

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 _____



APPLICATION FORM

CONTINUED

● **3. Size of Applicant**

Total number of employees (EFT) _____ Total number of offices/branches _____

● **4a. 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.)

Gold Award for Business Excellence

Industry-specific Awards

Gold Award for Laboratory Management Excellence

Gold Award Health/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

4b. Other information about your organisation and your entry

Size of business (please tick one)

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

Type of Business (please tick one)

Private – For Profit

Private – Not For Profit

Public Sector

4c. Who is entering? (For multi-office/branch organisations. Please tick one, if applicable.)

Corporate Application (You are entering the whole organisation.)

Individual Branch / Office Application (You are entering a specific branch, division or office.)

Please specify branch/office: _____

● **5. Description of Products and Services and % of Total Income**



APPLICATION FORM

CONTINUED

● **6. Fees** (see page 11)

Enclosed is \$ _____ to cover our Application Fee (a Tax Invoice will be forwarded).
Please EFT to BSB 124005 account number 21463228 account name PBI.

● **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 Awards for Business Excellence are 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.



APPLICATION FORM

CONTINUED

- 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 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@pbinsitute.net by close of business 31 August 2011.



CONTACTS

Entrant and sponsorship enquiries:

Awards Absolute Pty Ltd
PO Box 838
Coolum
Queensland 4573
Phone: 1300 88 22 59
Email: gold@awardsabsolute.com

Membership and all other enquiries:

Progressing Business Institute (PBI)
PO Box 15205
City East
Queensland 4002
Phone: 07 3816 2255
Email: goldaward@pbiminstitute.net



OUR SPONSORS



SERVICE TRANSFORMATION



global-mark



WORLD
CONFERENCE
SYSTEMS



A Total Approach to Service Management...

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



SERVICE TRANSFORMATION

(formerly Mercer Management Consulting Services)

We remain your specialists in customer focus.

- ✓ Do you **need to transform your service efforts** to better serve your customer demands?
- ✓ 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.

Need help...?

Want to know more...?

Service Transformation can assist you to identify strategies to ensure customer loyalty to your products and services.



SERVICE TRANSFORMATION

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Beyond Compliance

In today's complex trading world, organisations of all types, sort, size and nature have many forms of compliance, governance, or expectation from their society, funding-providers, regulators, buyers, or other stakeholders.

This represents a complex, continually changing framework where regulated, semi-regulated, self regulated or voluntary compliance is expected. Global-Mark aims to provide a complete suite of programs, which delivers trust and confidence.

Many components of their requirements often overlap. Regulatory, funding, performance or supply management or product/service outcomes or expectations are built into our programs, and our ability to offer an extensive suite of programs, within an integrated audit, assessment, review methodology is aimed at removing duplication, saving time, resources and money.

We understand that the outcome of our work, is aimed at building confidence, and to do so, we must be independent, thorough, professional, competent and fair. We need to recognize that our work is often not for our direct Clients, but for their own Clients.

We wish to be rigorous in our assessments and transparent in our decisions. Every Client is treated with the same process and rated on the same scale. We will be part of the solution, as we believe that informed performance is built on sound systems, commitments and processes.



Programs

Management Systems

- Food Risks
- Environment
- Quality
- Information Technology
- Occupational Health & Safety
- Corporate, Social & Community
- Sector or Industry Specific Programs

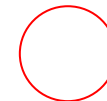
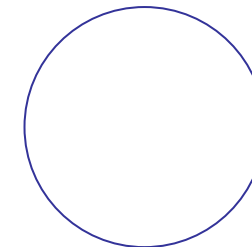
Product Conformance

- Certified Product
- Watermark Level 1
- Watermark Level 2
- Appliance and Apparatus
- Codemark
- Gas Safety Program

Sustainability

- Carbon Claim - Verified
- Carbon Neutral

Accredited Housing Provider



Contact Details

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