Scheme of Award for: <u>Business Excellence</u>

There will be two Award Categories: A) Large   B) Small & Medium Enterprise

Business Excellence is a prerequisite for the modern enterprise to sustain growth and business expansion in today's highly competitive era of globalization. All enterprises need to upgrade themselves consistently to achieve world class standards throughout their business processes.

The Award for Business Excellence is based largely on achievements of companies measured with respect to the global models on excellence which simply divides the criteria between Enablers established by the management and Results achieved.

The selection criteria for the **ELCINA Business Excellence Award** are based on the following factors -
   a) 50% weightage to Enablers criteria given in the Excellence Model (explained below).
   b) 50% weightage to the company's achievements in technical and financial results.

The criteria are given below along with some guidelines on how to assess and prepare the application for the Business Excellence Award:

Enablers
Please give brief on the Policy & Strategies deployed in respect of the following:
- Business Leadership
- People Management
- Performance Management
- Knowledge Management
- Relationship Management
- Technology Management (R&D, technological innovation)
- Threat / Risk Management

<u>Method of Self Evaluation for applicants:</u>
Evidence about successfully defining the approach, a clear rationale, and deployment of ENABLERS will be largely documentary in nature. Typically for the 5 enablers the following questions need to be answered –
- Is there a clear vision and well-defined approach / policy / plan in place?
- Are the targets and objectives well defined?
- Are there well-defined processes in place to achieve the end results.
- Is the approach rational and includes the interests of all stakeholders?
- Is there a review mechanism in place with feedback from all stakeholders?

Results
- **Customer results:** What the organization is achieving in relation to its external customers. 'External customers' includes anyone who receives services from the organization – e.g. service users, customers, the general public, stakeholders, and other interested parties.
- **People results**: What the organization is achieving in relation to its people (staff).

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- **Society results:** What the organization is achieving in relation to local, national, and international society. That is, how the organization is viewed by and impacts on the community of which it is a part. Society Results is about what an organization does to contribute to society over and above its core purpose and whether it is following a sustainable business model which is environmentally friendly and meets environmental norms & standards.

- **<u>Key performance results:</u>** What the organization is achieving in relation to its planned performance, i.e. how well the organization has achieved what it planned to achieve, both in technical & financial.

- **<u>Method of Self Evaluation for applicants:</u>**

- Evidence about successful achievement of Results will be largely numerical with explanatory narratives. The organization is expected to have performance indicators for each of the 4 Results criteria which should be measurable on a pre-defined scale.

- These criteria can be measured as targets, trends and/or comparisons over time or with existing benchmarks. There should also exist evidence that the Enablers have 'caused' the Results to be achieved.

<u>NOTES :</u>

1. **It is requested that the information provided should not exceed 8-10 pages (excluding relevant Annexures). Annexures may be restricted to less than 30 pages).**

2. **In respect of Awards for "Business Excellence", two Award Committee Members may, if necessary, visit the plants of the short-listed companies to enable them to decide the final winner for the Awards. Expenses for these visits (like travel, accommodation etc.) for the Award Committee Members will have to be met by the short-listed companies.**