

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.

Table1

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



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National Quality Awards Self Assessment Form

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

1.0 Organizational Focus

1.1 Corporate Social Responsibility

1.1.1 Mission, vision and value of the company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.1.2 Compliance to regulatory standards and statutory requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.2 Leadership

1.2.1 Management commitment to quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2.2 Continual improvement (Feedback on accomplishments/failures)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.3 Environmental Awareness

1.3.1 Waste management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3.2 Conservation of natural resources (energy, paper)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.0 Human Resource Focus

2.1 Work Systems

2.1.1 Hiring and recruiting procedure and criteria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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2.2 Employee Development

2.2.1 Training Programme (Employee training)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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2.3 Employee Well-Being And Satisfaction

2.3.1 Plan/Procedure for the provision of recreation and cultural activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3.2 Monitoring of turnover rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.0 Process Management

3.1 Quality Control

3.1.1 Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.1.2 Identification of critical processes/ services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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



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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: _____	