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 Programme. This checklist contains all the areas to be assessed by the Bureau of Standards Jamaica in evaluating your company for the NQA and play a pivotal role in the NQA process.

Self Assessment Checklist - Manufacturing Sector

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
Organizational Focus		
Human Resource Focus		
Process Management		
Customer Focus		
Business Results		

Focus Areas Manufacturing Sector	Policy/ Procedure					
	Present		**Documented**		**Implemented**	
	Yes	**No**	**Yes**	**No**	**Yes**	**No**
1.0 Organizational Focus						
1.1 Corporate Social Responsibility						
1.1.1 Ethical Behaviour						
1.1.2 Mission, vision and value of the company						
1.1.3 Active involvement/support for communities						
1.1.4 Compliance to regulatory standards and statutory requirements						
1.2 Leadership						
1.2.1 Management commitment to quality						
1.2.2 Communications of strategies and business plans (Involvement of staff in developing business plans)						
1.2.3 Continual improvement (Feedback on accomplishments/failures)						
1.2.4 Values and direction of senior leaders						
1.2.5 Succession planning						
1.3 Environmental Awareness						
1.3.1 Waste management						
1.3.2 Conservation of natural resources (energy, paper)						
2.0 Human Resource Focus						
2.1 Work Systems						
2.1.1 Hiring and recruiting procedure and criteria						
2.2 Employee Development						
2.2.1 Employee recognition system						
2.2.2 Training Programme (Employee training)						
2.2.3 Performance Management Systems						
2.3 Employee Well-Being And Satisfaction						

Focus Areas Manufacturing Sector	Policy/ Procedure					
	Present		Documented		Implemented	
	Yes	No	Yes	No	Yes	No
2.3.1 Identification of organizational needs associated with employee, workplace & environmental safety						
2.3.2 System/Procedure for the provision of incentives and rewards						
2.3.3 Plan/Procedure for the provision of recreation and cultural activities						
2.3.4 Monitoring of turnover rate						
3.0 Process Management						
3.1 Quality Control						
3.1.1 Inspection and tests						
3.1.2 Monitoring						
3.1.3 Identification of critical processes						
3.1.4 Internal and external auditing						
3.2 Use Of Standards (What standards are applicable, keeping track of changes and updates)						
3.2.1 International and local standards						
3.2.2 Health and safety systems						
3.3 Process Flow						
3.3.1 Facility layout						
3.4 Documentation (All process control records)						
3.4.1 Rejected products						
3.4.2 Recall Procedure						
3.4.3 Sanitation Procedure						
3.4.4 Pest control						
3.4.5 Equipment maintenance						
3.5 Good Manufacturing Practices for the following areas (Facility Maintenance):						

Focus Areas Manufacturing Sector	Policy/ Procedure					
	Present		Documented		Implemented	
	Yes	No	Yes	No	Yes	No
3.5.1 Building exterior						
3.5.2 Building interior						
3.6 **Analysis**						
3.6.1 Analysis of production rate & cycle time (time taken for task completion)						
4.0 **Customer Focus**						
4.1 **Customer Loyalty And Retention Programme**						
4.1.1 Analysis of repeat business						
4.1.2 Analysis of Customer satisfaction						
4.2 **Complaints Management System**						
4.2.1 System for complaints handling						
4.3 **Objective And Reliable Information**						
4.3.1 Market surveys/ Focus Groups						
4.3.2 System for the measurement of product and/or service reliability						
5.0 **Business Results**						
5.1 Fiscal accountability(Declaration of assets, Percent of independent board members)						
5.2 Market survey analysis						
5.3 Analysis of organizational efficiency						
5.4 Cost control analysis						
5.5 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

Comments

Signature of Management Representative: Date:

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Receiving Officer: _____Signature:_____
BSJ Date received: _____