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; it plays a pivotal role in the NQA process.

Self Assessment Checklist – Service 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 Programme focus areas.

Table 1

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

Focus Areas Service 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 Continuous 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 etc)						

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						

Focus Areas Service Sector	Policy/ Procedure					
	Present		Documented		Implemented	
	Yes	No	Yes	No	Yes	No
2.3 Employee Development						
2.3.1 System of Identification of organizational needs associated with employee, workplace & environmental safety						
2.3.2 System/Provision of incentives and rewards						
2.3.3 Provision of recreation and cultural activities						
2.3.4 Monitoring of turnover rate						
3.0 Process Management						
3.1 Quality Control						
3.1.1 Quality of Service						
3.1.2 Customer interaction (how a service request/order is received; processed; delivered)						
3.1.3 Identification of critical processes/services						
3.1.4 Internal and external auditing						
3.2 Use Of Standards						
3.2.1 International and local standards (What standards are applicable, keeping track of changes and updates)						
3.2.2 Health and safety systems						
3.3 Process Flow						
3.3.1 Facility Layout (Outlined routes for process flow/service delivery						
3.4 Documentation						
3.4.1 All process control records						
3.4.2 Good Housekeeping Practices (Cleaning, Sanitation and Pest control)						
3.4.3 Maintenance of Service Delivery Equipment						
3.4.4 Customer Communication						

Focus Areas Service Sector	Policy/ Procedure					
	Present		**Documented**		**Implemented**	
	Yes	**No**	**Yes**	**No**	**Yes**	**No**
3.5 Good Business Practices:						
3.5.1 Building exterior & interior (occupational health and safety)						
3.6 Analysis						
3.6.1 Analysis of 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 (customer feedback)						
4.1.3 Managing Customer Experience (internal & external)						
4.1.4 Protecting customer information (privacy issues)						
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 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 organization efficiency						
5.4 Cost control analysis						
5.5 Return on Investment analysis						

Focus Areas	**Policy/ Procedure**					
Service Sector	**Present**		**Documented**		**Implemented**	
	Yes	**No**	**Yes**	**No**	**Yes**	**No**

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 above.

Comments

Signature of Management Representative: Date:

| **FOR OFFICIAL USE ONLY** |
| Receiving Officer: _____Signature:_____ |
| BSJ Date received: _____ |