

National Quality Awards Programme



TABLE OF CONTENTS

Overview

1

Who is the NQA Programme For?

2-3

Benefits

4

Eligibility Criteria

4

Awards Criteria

5

NQA Application Process

6-7

Frequently Asked Questions

9-10

Calendar of Events For NQA 2023

11

OVERVIEW

The National Quality Awards (NQA) Programme is Guyana's first quality systems-based awards programme which recognizes local companies that demonstrate the application of standards and quality systems in both the production of goods and delivery of services.

In 2017, the Guyana National Bureau of Standards (GNBS) launched the NQA Programme. The NQA is based on an impartial and comprehensive assessment of Business Operations using pre-established criteria under the Programme. It is steered towards promoting the competitiveness of Guyanese products and services and enables businesses to strive for excellence, be at a competitive edge, and enhance growth and development while encouraging sustainability.

In 2021, after careful evaluation, the NQA programme was strengthened. This brought revised awards categories, awards types and additional emphasis on environmental initiatives (Sustainable Business Practices) and safety.

The (Prestigious) Award Ceremony is held on a biennial cycle when the most successful companies are given special recognition for quality. The NQA is hosted during the month of October as part of National Quality Week, which surrounds World Standards Day, October 14, each year.

WHO IS THE NQA PROGRAMME FOR?

THE NQA PROGRAMME IS OPEN TO ENTITIES OPERATING IN:

- Manufacturing Sector
- Services Sector (Financial, Tourism and Hospitality, Professional Services etc.)
- Small Business (Small enterprises involved in manufacturing / providing a service)
- Micro/Agro Processing (Micro enterprises involved in primarily producing agro-processed products)

Manufacturing

These are organisations/companies/businesses involved in the physical or chemical transformation of materials, substances or components into new products. Materials, substances, or components are products of large-scale agricultural, forestry, fishing, mining, quarrying, or other manufacturing activities.



Service

These are organisations/companies/businesses that earn revenue through providing intangible products and services. Activities in this business include banks, hotels, education, health, ICT services, communications, telephone service, electrical service, fuel distribution, shipping, transportation, etc.

WHO IS THE NQA PROGRAMME FOR?

Small Business Manufacturing

These are small enterprises that are involved in the small-scale production of goods for sale (Furniture, Jewellery, Garments, Crafts, etc.) Enterprises qualify if they:

- have 25 or fewer employees
- Earn 60 Million Dollars or less per annum
- have Assets of 20 Million Dollars or less

Small Business Service

These are small enterprises that are involved in the small-scale production of services for sale (Medical Laboratories, Restaurants, Bed and Breakfasts, Electrical Service Providers, Plumbing, Transport Services, Tour Operators, etc.) Enterprises qualify if they have the following:

- 25 or fewer employees
- Earn 60 Million Dollars or less per annum
- Assets of 20 Million Dollars or less

Micro/Agro Processing

This category was introduced to promote the agriculture sector in recognition of micro-enterprises that focus primarily on agro-processing. These are micro entities involved in the small-scale production of agro-processed products (Jams and Jellies, Sauces, Fruit Mixes, Salted fish and Sea Foods, Juices, Packaged eggs, Local Sweets, Chips, etc.). Enterprises qualify if they have the following:

- 10 or fewer employees
- Earn 40 Million Dollars or less per annum

BENEFITS

The National Quality Awards Programme:

- Provides a comprehensive assessment of businesses.
- Enhances the quality and competitiveness of Guyanese products and services.
- Allows businesses to promote continuous improvement, health and safety, quality, customer service, leadership and sustainable practices.
- Fosters greater consumer confidence and satisfaction in goods and services.
- Provides recognition of businesses and also a tool for promotion.

ELIGIBILITY CRITERIA

All organisations must possess at least one of the following:

- Have a valid Business registration from the Deeds Registry.
- Valid tax compliance from the Guyana Revenue Authority.
- Valid National Insurance compliance from the National Insurance Scheme.
- Approval of completed application
- Willingness to have business assessed

All businesses must also possess at least one of the following or have them in place by the close of the application period:

- Documented Standard Operating Procedures
- Documented Processes
- Quality Manual/Policy Manual
- Agro-processors - Best Practices Manual or Flowchart or some form of documented evidence to illustrate consistency

AWARDS CATEGORIES

- Manufacturing
- Services
- Small Business (Manufacturing & Services)
- Agro Processing

AWARDS CRITERIA

The criteria for the GNBS NQA are primarily based on the Quality Management Principles of ISO, requirements of the ISO 9001:2015 standard and environmental and safety Guidelines.

Quality Management Principles

- Customer Focus
- Leadership
- Engagement of People
- Process Approach
- Improvement
- Evidence-Based Decisions
- Relationship Management
- Staff Competence
- Environmental Guidelines
- Safety Guidelines

Prizes to be awarded for the National Quality Awards			
Manufacturing	Services	Small Business	Micro/ Agro processing
Overall Winner	Overall Winner	Overall Winner Products	Overall Winner
Customer Focus	Customer Focus		
Continuous Improvement	Continuous Improvement	Overall Winner Services	
Health and Safety	Health and Safety		
Environmental Initiatives	Environmental Initiatives		

NQA APPLICATION PROCESS

The application period for the **National Quality Awards (NQA) Programme 2023** will be opened on **October 16, 2022**.

Organisations interested in applying for the NQA **MUST** complete the application form available from the hyperlink below or visit the GNBS website <https://gnbsgy.org/national-quality-awards-programme> or uplift a form from the GNBS Head Office Sophia Georgetown or Sub-Offices in various Administrative Regions.

- **[NQA Application form](#)** (Click here)

Or

Scan me for the Application form



For further information or assistance, you may contact the **GNBS Marketing Department** at marketing@gnbsgy.org

NQA APPLICATION PROCESS

Application submission and deadline

Paper

Completed application forms can be sent via hard copy in a sealed envelope mailed with the following information:

NATIONAL QUALITY AWARDS 2023 APPLICATION FORM
The Executive Director
Guyana National Bureau of Standards
Flat 15, Exhibition Complex, Sophia, Georgetown, Guyana

Electronic

Application can also be completed and sent via e mail to marketing@gnbsgy.org with the subject NATIONAL QUALITY AWARDS 2023 APPLICATION FORM

Application fees to participate in National Quality Awards are:

- Manufacturing and Services - **\$10,000.**
- Small Business (Manufacturing & Services) - **\$5,000**
- Micro/Agro Processing- **\$3,000**

Payments can be made via:

- Cash
- Cheque (payable to Guyana National Bureau of Standards)
- Bank Transfer/ Wire transfer



FREQUENTLY ASKED QUESTIONS

Who can apply?

Organisations operating in the manufacturing, services, small business and micro/agro-processing sectors are eligible to participate.

When is the deadline for submitting applications to participate in the NQA Programme?

Applicants are required to submit completed application packages no later than **January 31, 2023**.

What does it cost to participate in the NAQ Programme?

Application and Processing fees to participate in National Quality Awards are:

- Manufacturing and Services - **\$10,000**.
- Small Business (Manufacturing & Services) - **\$5,000**
- Micro/Agro Processing- **\$3,000**

Who are excluded from participating in the NQA Programme?

Organisations involved in the planning of the NQA and those not meeting the eligibility requirements cannot participate.

How to apply?

Paper

Completed application forms can be sent via hard copy addressed on sealed envelope packages with the following information:

NATIONAL QUALITY AWARDS APPLICATION FORM

The Executive Director

Guyana National Bureau of Standards

Flat 15, Exhibition Complex, Sophia, Georgetown, Guyana

How to apply?

Electronic

The application can also be completed and sent via e-mail to marketing@gnbsgy.org with the subject NATIONAL QUALITY AWARDS 2023 APPLICATION FORM

Where can I access the application forms?

The application form is available from the GNBS website; <https://gnbsgy.org/national-quality-awards-programme> or uplift from the GNBS Head office or Sub-offices in various Administrative Regions.

What will happen after I apply?

The submitted application package will be evaluated to determine eligibility. Once this process is completed the organisation will be notified that it has gained successful entry into the programme.

After being eligible to participate, an onsite assessment exercise will be scheduled and a copy of your organisation's quality manual/ policy manual or other similar documents will be requested for the assessment.

The awardees will be selected by an independent Evaluation Panel using information generated from the assessment exercise.

Participants will be notified of the assessment findings and if they have been selected as an awardee.

An award ceremony will then be held in October 2023, where the winners will be awarded in the manufacturing, service, small business and micro/agro-processing categories.

What do winners receive?

- The NQA Trophy
- Industry Recognition
- Promotion by the GNBS

All qualified participants will receive:

- Certificate of Participation
- A brief report on the findings of the NQA assessment

How will my company documents and information be treated?

All information obtained during the course of the National Quality Awards Programme will remain confidential in accordance with the non-disclosure agreement which governs the GNBS. The assessment report and its findings are only for internal purposes related to the National Quality Awards Programme.

CALENDAR OF EVENTS FOR NQA 2023

No.	ACTIVITY	TIMELINE
1	The Launch of NQA 2023	October 12, 2022
2	Applications by Businesses	October 16, 2022- January 31, 2023
3	Review of Applications	January
4	Set Assessment Schedule	January-February
5	Selection of Assessors	February
6	Conduct Assessments	March-June
7	Evaluation of Assessment Reports	June-July
8	Final Review	August
9	Selection of Winners	August
10	Notification of Winners	September
11	Publication of Results	October
12	National Quality Awards Ceremony	October
13	Promotion of Awardees	Continuous

**For further information regarding
The National Quality Awards Programme
Please Contact:**

GUYANA NATIONAL BUREAU OF STANDARDS

Flat 15, Exhibition Complex, Sophia, Georgetown, Guyana

Phone: +592-219-0062-5

Whatsapp: 592-692-4627 (GNBS)

Website: www.gnbsgy.org

Email: marketing@gnbsgy.org

Scan me more information on the GNBS

