



The
**National
Chamber**
of Commerce of Sri Lanka

National Business Excellence Awards 2024

Business Excellence Benchmark Competition
(19 Years of Excellence)





NATIONAL BUSINESS EXCELLENCE AWARDS

"Akin to the lotus that blooms in all its glory above the impure muddy water whilst remaining un-smeared" - the Business Excellence Awards Trophy is created by The National Chamber of Commerce of Sri Lanka to honour those Sri Lankan business houses that have excelled in their fields of business.

The tiered base symbolized the initial ascent of the business ladder from the formative stages of a company's life where an input of much dedication and hard work would have been observed. Rapid growth would have followed to the upper levels of the ladder in terms of quality and fame as denoted by the pillar of the trophy. The pillar tops out to an inverted set of steps where the landing depicts stability. This supports an intricately handcrafted lotus blossom with hand embossed petals of traditional motifs. The inverted sets of steps are created to symbolize the stupendous effort needed to rise to the very top akin to climbing an overhang of rock on a mountain face. The summit contains the aforesaid lotus bloom in all its splendour denoting the purity, prosperity and fame and glory that the business houses which have reached the highest levels of excellence enjoy."





AN INVITATION TO PARTICIPATE

Sri Lanka, renowned the world over as the resplendent isle, immersed in nature and cultural inspirations, has over the years produced men, women and Institutions of Excellence in different fields. The great irrigation works, finely - sculptured statues, the sensuous rock paintings are a testimony to a by gone era of Excellence.

In more recent times, Sri Lanka has produced national leaders, business leaders, writers, artists, economists, sportsmen and women (the list is endless) who have left behind a legacy of Excellence for the future generations to emulate.

Needless to say, these greats have touched and enriched our lives in no small measure. It is this spirit of Excellence that we try to recapture in the National Business Excellence Awards, not so much in terms of the individual, but of the team.

The National Chamber of Commerce of Sri Lanka, established in 1948, in the aftermath of independence, has always championed the incorporation of national values, national interest and above all national pride in business activities. Among the many initiatives implemented by the National Chamber, the most prominent is the National Business Excellence Awards. It aims at providing a framework which will lead to organizational excellence. Excellent organizations will thus make a significant contribution to the socio-economic development of the country.

While selecting and rewarding winners is the finale of this programme, the Chamber hopes that many enterprises will follow the excellence frame work and be effectively guided towards excel-excellence. The focus is not only the award winners but all enterprises that have been influenced to improve their performances, by following the excellence model and the evaluation criteria.

A team of highly-qualified professionals have worked out the criteria for the marking scheme, judging, designing the trophies, and many other details critical to the Excellence of the event. Having commenced in 2004, as NBEA 2004, the National Business Excellence Awards have over the years recognized business establishments which have excelled in performance and encouraged many to pursue and conform to the suggested excellence model.

With a spirit of continuous improvement, this year, too, we have made further improvements to the evaluation criteria. This has been done to take cognizance of the contemporary requirements, new focus areas, and to enable more opportunities for organizations to describe why they should be considered excellent.

Application forms could be obtained from the National Chamber Secretariat by paying the registration fee. Application should be filled/completed through the online application system. All such applications to be received on or before 1600h on Wednesday, 31 January 2024, along with the relevant submission fee





01. OBJECTIVES

Objectives of the Competition are:

- ◆ To recognise and reward those organisations that have excelled in all-round performance
- ◆ To recognise and reward enterprises that have excelled in each of the criteria of excellence such as Corporate Governance, Capacity Building, Performance Management, Global and Local Market Reach, Corporate Social Responsibility & Environmental Sustainability and Business & Financial Results
- ◆ To encourage Sri Lankan organisations to emulate organizations which have achieved excellence
- ◆ To position Sri Lanka as a country with excellently-managed organisations and thereby making it attractive for joint ventures, investments, and as a source for high-quality and reliable products and services.

02. ELIGIBILITY

- ◆ Any registered business organisation domiciled in Sri Lanka which has been in operation for a minimum period of 3 years prior to the date of application is eligible to apply.
- ◆ Divisions, units, estates, factories etc. of organisations, unless they are legal entities by themselves, are not eligible.
- ◆ An overall Gold Award Winner of a previous year is not eligible to apply for the immediately succeeding three years.

03. AWARD CATEGORIES

The contestant enterprises will be grouped into one of the following five Categories.

- ◆ Extra Large
- ◆ Large
- ◆ Medium
- ◆ Small
- ◆ Micro





The following criteria will be used to determine the appropriate category of the applicants.

Category	No. of Full time Employees	Total Capital Employed* (a) (LKR)	Annual Revenue* (b) (LKR)
Extra Large	5000 and over	5 bn and over	10 bn and over
Large	1000 and over	1 bn and over	3.1 bn - 10 bn
Medium	100 and over	100 mn and over	251 mn -3 bn
Small	26 and over	15 mn and over	26 mn - 250 mn
Micro	Less than 25	Less than 15 mn	Less than 25 mn

*(a). Shareholders funds + Long-term debt

*(b). In the immediate preceding financial year as per the audited financial statements.

The category of applicant will be determined by considering all above criteria (Number of employees, Capital Employed and Revenue.) If any one criterion falls into a higher category, that category will apply to the applicant. Only one category should be indicated in the application.

04. EVALUATION PROCEDURE

Applications will be evaluated on the basis of a 7-point criterion described under item 6 below. Applications are reviewed and evaluated in a three-stage process as described below.

FIRST STAGE-DESK REVIEW

All the applications will be screened and reviewed, and the process would be two-fold. Initially, there will be an acceptance conformity screening to assess whether all the requirements are fulfilled in the application form and thereafter referred to the Technical Panel for further review. At the conclusion of the first stage of review, the panel will short-list the applicants who would proceed to the second stage.

SECOND STAGE INTERVIEWS

The Technical Committee will review all the accepted applications and will allocate marks as per the criteria under each sector, sub sector criterion. Detailed marks will be provided by the technical panel and after the marks are ranked, will be presented to the Panel of Judges for final review and selection based on the interviews.

THIRD STAGE-JUDGES' FINAL REVIEW

The Panel of Judges would make the final selection of the award recipients after a careful review of all preliminary evaluation reports and the outcome of the interviews.





05. EVALUATION MODEL

The NBEA 2024 Excellence Model



06. MARKING SCHEME

Seven perspectives of every applicant will be evaluated and marks allocated as follows:

CATEGORY	MARKS
1. Excellence in Strategy & Leadership	150
2. Excellence in Corporate Governance & Strategy	110
3. Excellence in Capacity Building	150
4. Excellence in Performance Management	130
5. Excellence in Local and Global Market Reach	190
6. Excellence in Corporate Social Responsibility and Environmental Sustainability	120
7. Excellence in Business & Financial Results	150
TOTAL	1000





07. THE CLASSIFICATION OF AWARDS

The following Awards will be presented at the National Business Excellence Awards ceremony:

Main Awards For Overall Excellence

1. The National Business Excellence Gold Award for Overall Excellence
2. The National Business Excellence Silver Award for Overall Excellence
3. The National Business Excellence Bronze Award for Overall Excellence

Criteria Awards (Winner and Runner Up)

1. Excellence in Corporate Governance & Strategy
2. Excellence in Capacity Building
3. Excellence in Performance Management
4. Excellence in Local Market Reach
5. Excellence in Global Market Reach
6. Excellence in Corporate Social Responsibility
7. Excellence in Environmental Sustainability
8. Excellence in Business and Financial Results

The Category Awards

- ◆ Business Excellence Award – Micro Sector – Winner, 1st Runner-up & 2nd Runner-up
- ◆ Business Excellence Award - Small Sector - Winner, 1st Runner-up & 2nd Runner-up
- ◆ Business Excellence Award - Medium Sector - Winner, 1st Runner-up & 2nd Runner-up
- ◆ Business Excellence Award - Large Sector – Winner, 1st Runner-up & 2nd Runner-up
- ◆ Business Excellence Award - Extra Large Sector - Winner, 1st Runner-up & 2nd Runner-up





07. THE CLASSIFICATION OF AWARDS

The Business Sector Awards

- ◆ Business Excellence Award – Agriculture & Plantations - Winner & Runner-up
- ◆ Business Excellence Award – Banking Sector - Winner & Runner-up
- ◆ Business Excellence Award – Construction - Winner & Runner-up
- ◆ Business Excellence Award – Gem & Jewellery – Winner & Runner-up
- ◆ Business Excellence Award – Healthcare & Related Services - Winner & Runner-up
- ◆ Business Excellence Award – Hospitality & Tourism - Winner & Runner-up
- ◆ Business Excellence Award – ICT Services - Winner & Runner-up
- ◆ Business Excellence Award – Insurance -Winner & Runner-up
- ◆ Business Excellence Award – Livestock & Fisheries – Winner & Runner-up
- ◆ Business Excellence Award – Printing & Related Services- Winner & Runner-up
- ◆ Business Excellence Award – Non Banking & Financial Services - Winner & Runner-up
- ◆ Business Excellence Award – Infrastructure & Utilities - Winner & Runner-up
- ◆ Business Excellence Award – Trading - Winner & Runner-up
- ◆ Business Excellence Award – Shipping & Shipping related Services Sector - Winner & Runner-up
- ◆ Business Excellence Award – Associations & Societies Sector - Winner & Runner-up
- ◆ Business Excellence Award – State Sector Services - Winner & Runner-up
- ◆ Business Excellence Award – Media Services - Winner & Runner-up
- ◆ Business Excellence Award – Other Services/Others - Winner & Runner-up
- ◆ Business Excellence Award – Diversified Group of Companies - Winner & Runner-up
- ◆ Business Excellence Award – Export Sector - Winner & Runner-up
- ◆ Business Excellence Award – Educational Services Sector - Winner & Runner-up
- ◆ Business Excellence Award – Logistics & Transport Sector - Winner & Runner-up
- ◆ Business Excellence Award – Manufacturing
 - ◆ State Sector – Winner & Runner-up
 - ◆ Engineering – Winner & Runner-up
 - ◆ Food & Beverage – Winner & Runner-up
 - ◆ Apparel, Textile & Leather – Winner & Runner-up
 - ◆ Chemical, Ceramic and Glass – Winner & Runner-up
 - ◆ Other – Winner & Runner-up
 - ◆ Non-traditional Sector – Winner & Runner-up





08. AWARD CEREMONY

Announcement of the winners will be made at the Awards Ceremony. However, the nominees for the awards will be informed at least two weeks prior to the event. Short video presentations will be requested from the three Overall Winners.

All award winners will receive a Trophy and a Certificate.

The glamorous Awards Ceremony will be held on Thursday, 20 June 2024 at Shangri-La, Colombo and will followed by cocktails & gala dinner

09. BENEFITS TO WINNERS

- i. All award winners will be permitted to use the award logo on their promotional material for a period of 3 years from the date of winning the award.
- ii. Every winning enterprise will be listed in the virtual hall of fame hosted in the website dedicated for the National Business Excellence Awards until the next National Business Awards Ceremony.
- iii. Winners will be included in the Chamber's automated mailing list and will be entitled to receive all Chamber journals, newsletters and other communications in the preceding year.
- iv. Since there can be only 92 awards, all others who competed will be invited to participate at a seminar, after the event, on how they could better prepare themselves for the next National Business Excellence Awards competition.
- v. The Overall winners will be given recognition at various events sponsored by the Chamber.

10. AUTHORITY

The Chairman of the Panel of Judges will be the sole and final deciding authority regarding the evaluation procedures and on the recipients of the awards.





11. APPLICATION

Application forms containing the detailed requirements (both printed and electronic) could be obtained from the National Chamber of Commerce of Sri Lanka, 1st Floor, NCCSL Building, 450, D.R.Wijewardena Mawatha, Colombo 10 on the payment of the non-refundable registration fee of **LKR 7,500/-**. (For micro category - **LKR 3,500/-**). Please note that a different, more simplified, application form is available for the Micro categories.

The completed application along with required supporting documents could be submitted to National Chamber as per the instructions given below:

1. All documents should be submitted in PDF format
2. Submission instructions will be released/shared by the National Chamber after the applicant company has paid the following submission fee:

Category	Chamber Members (LKR)	Others (LKR)
Micro (Special category)	5,000/-	6,000/-
Small	10,000/-	11,000/-
Medium	16,000/-	17,000/-
Large	20,000/-	22,500/-
Extra Large	25,000/-	27,500/-

Payment could be made in cash or cheque drawn in favour of **"THE NATIONAL CHAMBER OF COMMERCE OF SRI LANKA"** crossed **"A/C Payee only"**.

AC No.: 350940 - Bank of Ceylon City office, The National Chamber of Commerce of Sri Lanka
Once the final application is submitted, the submission fee will not be refunded even if the application is withdrawn subsequently.

All such applications to be received on or before **1600h on Wednesday, 31st January 2024**

For further information & inquiries - Visit website: **www.nationalbusinessexcellence.lk** or **www.nationalchamber.lk** or contact one of the following officers.

Ms. Nilupul Chandrasena
Assistant Secretary General
Tel: 011 4741 788, 011 2689 600
Hot line: 077 3124 034
E-mail: nilupul@nationalchamber.lk

Ms. Nishanthi Dilrukshi
Project Executive
Tel: 011 4741 788, 011 2689 600
Hot line: 076 2555 707
E-mail: nishanthi@nationalchamber.lk

THE NATIONAL CHAMBER OF COMMERCE OF SRI LANKA

1st Floor, National Chamber Building, 450, D. R. Wijewardena Mawatha, Colombo 10.
Tel: 011 4741788 Fax: 011 2689596 / 2689603





National Business Excellence Awards 2024

SELECTION PANEL OF JUDGES

Mr. Sunil G Wijesinha – Chairman

Past President - National Chamber, Former Chairman – Employers’ Federation of Ceylon, Former President - Japan Sri Lanka Technical and Cultural Association (JASTECA) & Non-Executive Chairman of several Listed Companies.

Professor Malik Ranasinghe – Member

Senior Professor in Civil Engineering, University of Moratuwa

Professor Ajantha Dharmasiri – Member

Professor in Management and Immediate Past Director, Postgraduate Institute of Management (PIM), University of Sri Jayewardenepura

Dr. Jagath Peiris - Member

Past President of the National Chamber of Exporters, former CEO of the Institution of Engineers, Sri Lanka, Managing Director in large manufacturing organizations, Founder Member of the Sri Lanka Accounting and Auditing Services Monitoring Board (SLAASMB), Chairman of the National Institute of Exports

Mr. Kanishka Weerasinghe – Member

Consultant - Labour Law, Industrial Relations And Employment, Former Director General/CEO, The Employers’ Federation Of Ceylon

Mr. Eardley Perera - Member

Company Director/Consultant

Mr. Lasantha S Salgado - Member

Attorney-at-Law & NP, HRM Consultant & Trainer

Mr. Tharanga Gunasekera - Member

Country Head of Communication and Brand, The Hongkong and Shanghai Banking Corporation Limited. (HSBC)

Prof. Rohana Kuruppu - Member

Consultant – SLTC Research University Padukka

Ms. Sharika Senanayake - Member

Director of the MAS Foundation for Change

PAST - OVERALL WINNERS

<p>NBEA 2004</p> <p>Gold Award - Dialog Telekom Ltd. Silver Award - Slimline (Pvt) Ltd. Bronze Award - Quick Tea (Pvt) Ltd.</p> <p>NBEA 2005</p> <p>Gold Award - Slimline (Pvt) Ltd. Silver Award - Dialog Telekom Ltd. Bronze Award - Royal Ceramics Lanka Ltd.</p> <p>NBEA 2006</p> <p>Gold Award - Commercial Bank of Ceylon Ltd. Joint Silver Awards - Sri Lanka Insurance Corporation Ltd - Macksons Paint Industries (Pvt) Ltd. Bronze Award - Daya Apparel Export (Pvt) Ltd.</p> <p>NBEA 2007</p> <p>Gold Award - Colombo Dockyard PLC Silver Award - Sri Lanka Insurance co-operation Ltd Bronze Award - Lanka Tiles Ltd</p> <p>NBEA 2008</p> <p>Gold Award - Hatton National Bank PLC Silver Award - Ceylon Biscuits Ltd Bronze Award - Lanka Tiles PLC</p> <p>NBEA 2009</p> <p>Gold Award - Ceylon Biscuits Ltd Silver Award - Mobitel (Pvt) Ltd Silver Award - Sampath Bank PLC</p>	<p>NBEA 2010</p> <p>Gold Award - Commercial Bank of Ceylon PLC Silver Award - Mobitel (Pvt) Ltd Bronze Award - Orange Electric</p> <p>NBEA 2011</p> <p>Gold Award - Diesel & Motor Engineering PLC Silver Award - Lanka Orix Leasing Company PLC Bronze Award - Mobitel (Pvt) Ltd</p> <p>NBEA 2012</p> <p>Gold Award - Sri Lanka Telecom PLC Silver Award - Aitken Spence Hotel Holdings PLC Bronze Award - Bank of Ceylon</p> <p>NBEA 2013</p> <p>Gold Award - Access Engineering PLC Silver Award - Sri Lanka Ports Authority Joint Bronze Awards - Virtusa (Pvt)Ltd - Global Rubber Industries (Pvt) Ltd</p> <p>NBEA 2014</p> <p>Gold Award - Orange Electric Silver Award - Glaxo Wellcome Ceylon Limited Bronze Award - Lanka IOC PLC</p> <p>NBEA 2015</p> <p>Gold Award - Bank of Ceylon Joint Silver Awards - Glaxo Wellcome Ceylon Limited - Textured Jersey Lanka PLC Joint Bronze Awards - Commercial Credit and Finance PLC - Alumex PLC</p>	<p>NBEA 2016</p> <p>Gold Award - Lanka Orix Leasing Company PLC Silver Award - Union Assurance PLC Bronze Award - Ceylon Cold Stores PLC</p> <p>NBEA 2017</p> <p>Gold Award - Lanka IOC PLC Silver Award - Alumex PLC Bronze Award - Kelani Valley Plantations PLC (KVPL)</p> <p>NBEA 2018</p> <p>Gold Award - Talawakelle Tea Estates PLC Silver Award - Aitken Spence Hotel Holdings PLC Bronze Award - GAC Marine Services (Pvt) Limited</p> <p>NBEA 2019</p> <p>Gold Award - Kelani Valley Plantations PLC Silver Award - SriLankanCatering Limited Bronze Award - JAT Holdings (Private) Limited</p> <p>NBEA 2021</p> <p>Gold Award - Ceylon Biscuits (Pvt) Ltd Silver Award - National Development Bank Bronze Awards - HJS Condiments Limited</p> <p>NBEA 2023</p> <p>Gold Award - Pussalla Meat Producers Pvt Ltd Silver Award - Fentons Ltd Bronze Awards - Mike Biotech Asia Pvt Ltd</p>
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STATEMENTS BY THE OVERALL WINNERS OF NBEA 2023

Pussalla Meat Producers Pvt Ltd - Overall Gold Award Winner

Pussalla Meat Producers Pvt Ltd achieved a remarkable feat at the 18th National Business Excellence Awards in 2023, securing the Overall Gold Award. This recognition highlights the company's outstanding contributions to the Sri Lankan economy. Originating with a humble start of 50 broiler chicks in 1988, Pussalla revolutionized the industry through groundbreaking total vertical integration, featuring 136 Meat Outlets, including 21 operational sites an innovation that has set a new trend and established benchmarks.

Pussalla partnering with Aviagen, the global leader in broiler breeding, has positioned itself to be the pivotal South Asian hub for broiler breeder chicks and fostering self-sufficiency within the Sri Lankan poultry industry. The company's focus on innovative products and forward-thinking strategies has not only set industry benchmarks but also navigated challenges, showcasing financial growth, employee care, and the commitment to social and environmental responsibility. This success reflects forward-thinking strategies and a commitment to long-term vision, solidifying Pussalla's position as a trailblazer in the industry's growth. The National Business Excellence Award recognizes the dedication of the Pussalla team in delivering significant value to the nation.

Hayleys Fentons - Overall Silver Award Winner

Hayleys Fentons achieved a significant milestone at the National Business Excellence Awards 2023 by winning four major awards in the participation at the event. Fentons honoured as the Overall Winner claiming the Silver Award, Winner in the highly competitive Infrastructure and Utilities Sector, Local Market Reach and Runner-up in the Extra-Large Category. These prestigious awards highlighted Hayleys Fentons' dedication to delivering exceptional services and signify continued pursuit of excellence in the business landscape.

Founded in 1919, Fentons is one of the oldest engineering companies to be established in Sri Lanka. With over a hundred-year legacy in Solar EPC, ICT Systems, Security and Communication, Electrical and Lighting, Fire Safety Solutions, Air Conditioning and Ventilation, Uninterrupted





Power Supply and Battery Backups, Facility Management, and several other areas of engineering, Hayleys Fentons has grown to become a trusted pioneer in the industry that has made its mark and established an undisputed reputation across various other sectors.

As the recipient of the prestigious overall silver award, we extend our heartfelt appreciation to the National Chamber of Commerce of Sri Lanka for organising this esteemed event and providing a platform to celebrate outstanding businesses. This is indeed a testament to our relentless pursuit of excellence, resilience in facing challenges with a positive mind-set. Our sincere well-wishes go to NCC Sri Lanka as they embark on the 2024 edition of the NBEA, and we extend our well wishes for continued success in all their future endeavors.

Mike Biotech Asia (Pvt) Ltd - Overall Bronze Award Winner

Nestled in the heart of Colombo, Mike Biotech Asia stands as Sri Lanka's premier plant biotech company, a revolutionary force reshaping the global agricultural landscape. Employing cutting-edge technology, we specialize in producing top-quality, disease-free in-vitro plants. Our diverse array of ornamental, flowering, and edible plants caters to a global clientele, making substantial contributions to the economic growth and overall well-being of the country.

We are thrilled to share our momentous achievement at the National Business Excellence Awards 2023, where we proudly secured four awards, including three prestigious gold awards in the categories of Agriculture and Plantation Sector, Excellence in Global Market Reach, and an overall Medium Category winner. Adding to this achievement, we take immense pride in being the first-ever floriculture company to secure an overall bronze award among all business entities in the country, marking a historic milestone.

At Mike Biotech Asia, we don't merely produce and sell plants, we drive transformation with our pioneering biotechnological advancements, making unparalleled contributions to floriculture industry. Each day, we strive for excellence, fostering growth and innovation in our commitment to a greener and more sustainable future.





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