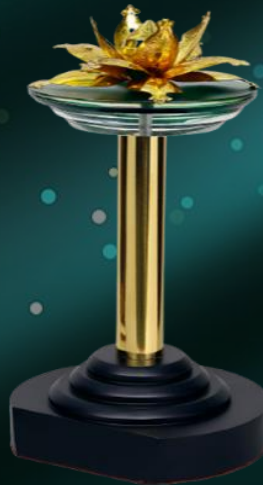




The
National
Chamber
of Commerce of Sri Lanka

National Business Excellence Awards 2024

Introductory Seminar

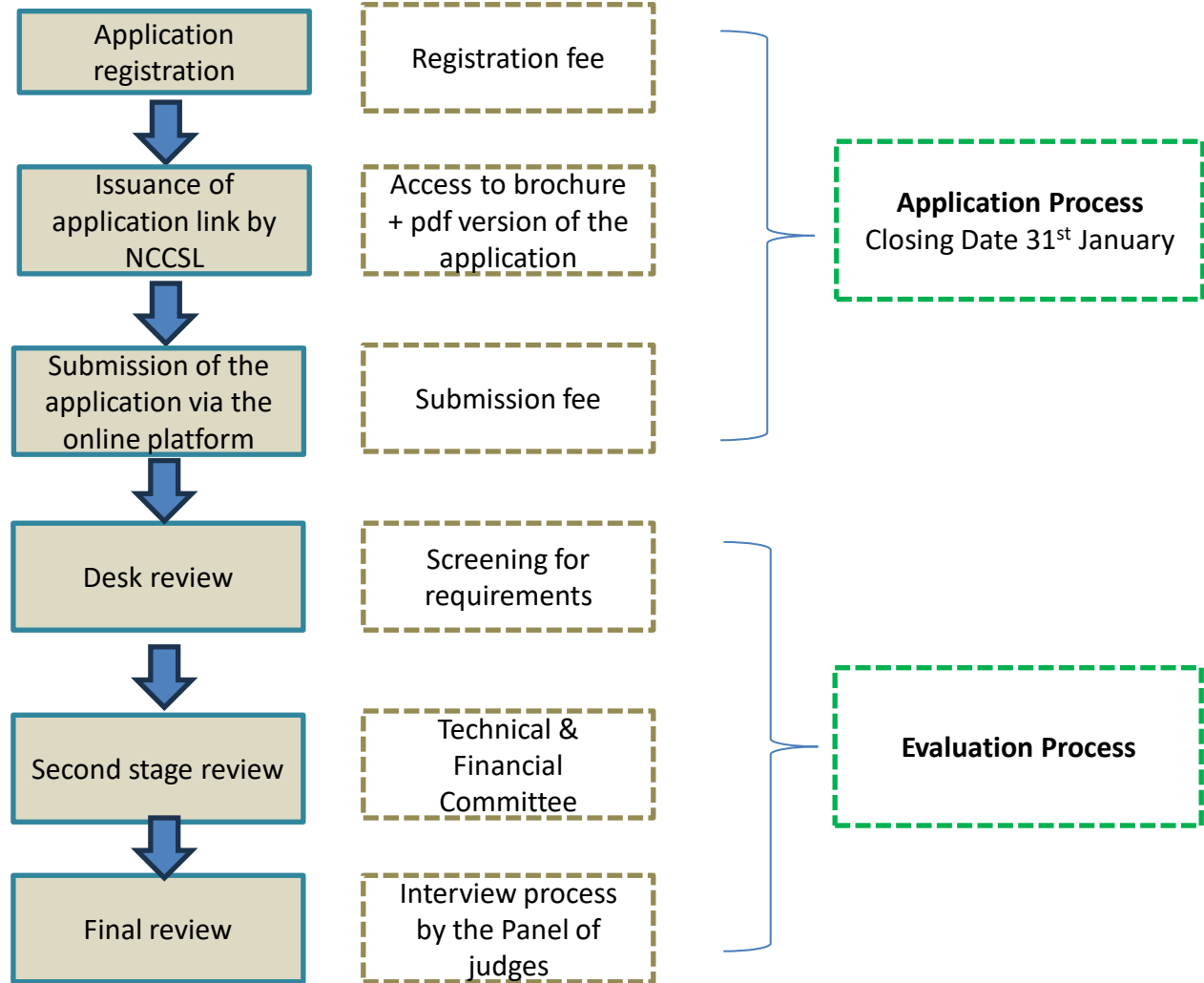


10 January 2024

CONTENTS

1. ELIGIBILITY
2. CLASSIFICATION OF AWARDS
3. APPLICATION & EVALUATION PROCEDURE
4. BASIC INFORMATION IN PREPARING THE APPLICATION
5. NBEA 2024 EXCELLENCE MODEL
6. EVALUATION CRITERIA MARKING SCHEME
7. **EVALUATION CRITERIA TO BE SPECIFICALLY ADDRESSED IN PREPARING THE REPORT FOR PART B**
8. **APPLICATION PART C – FINANCIAL AND STATISTICAL INFORMATION**

Process of NBEA 2024



1. ELIGIBILITY

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

2. THE CLASSIFICATION OF AWARDS

Main Awards for overall excellence

- The National Business Excellence Gold Award for Overall Excellence
- The National Business Excellence Silver Award for Overall Excellence
- 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

Winner, 1st Runner-up & 2nd Runner- up

- Micro Sector
- Small Sector
- Medium Sector
- Large Sector
- Extra Large Sector

The Business Sector Awards

Refer Page no. 4 of the application document

Organization Category

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

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

3. APPLICATION & EVALUATION PROCEDURE

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.

- **Second Stage – Technical Review**

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.

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.
- The Panel of Judges and the Technical Panel will not accept any samples of products.
- Any attempt to make contact with the Panel of Judges may lead to disqualification.

4. BASIC INFORMATION IN PREPARING THE APPLICATION

Part A – General Details

- Contains general details of the enterprise, the type of award applied and affirmation by the highest ranking official with a statement by him why he believes that his organisation should be recognised as an excellent organisation.

Part B – Report Containing Responses to the Award Criteria

- The report based on the evaluation criteria.

Part C – Financial and Business Results tables

- The financial and statistical information and requires **a certification by the Financial Auditors.**
- The last year should be based as follows:

***If the financial year ends in December - based on 2022 (January – December) accounts.
If financial year ends in March - based on 2022/23 (April – March)**

- **Statement and Declaration by the Highest Ranking Executive**
- Insert a statement not exceeding one A4 size page – (to be uploaded)

*(refer page 14 – **Item 12** In the application form)*

5. THE MODEL

The NBEA 2024 Excellence Model



6. EVALUATION CRITERIA – MARKING SCHEME

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

7. APPLICATION FORM – PART B

EVALUATION CRITERIA TO BE SPECIFICALLY ADDRESSED IN PREPARING THE REPORT

Instructions in preparing - Part B (Online system)

The report should not exceed the **number of words** given below for each category excluding annexure.

NBEA 2024 Application system word limits:

- 2 – 5 (Marks) - 300
 - 6 – 10 (Marks) - 400
 - 11 – 15 (Marks) - 600
 - 16 – 20 (Marks) - 1000
 - 21 – 35 (Marks) - 1500
-
- Annexure should be relevant to the report. **pictures/graphs/tables etc.** may be attached to provide evidence in satisfying any of the criteria.
 - Referred attachments should be relevant to the report and clearly state the section in question
 - At the end, before submission, where it mentioned "**supporting documents**" you can attach any necessary documents.
 - **Attach/upload the supporting documents separately**

1.0 EXCELLENCE IN STRATEGY & LEADERSHIP - (Total Marks – 150)

Describe how the Board of Directors and/or the Leadership guides the organisation and inspires the employees to achieve the desired goals and guides it to achieve excellence. In particular describe what the organisation does in terms of the following:

1.1 Vision, Mission and Values or the Purpose of the organisation and how it is communicated - (Marks – 10)

1.2 Strategy- (Marks – 25)

1.3 How the organisation's overall and specific performance is reviewed by the top management - (Marks - 15)

1.4 How the Leadership Inspires the Workforce – (Marks – 25)

1.5 How the organisation's leadership actively promotes harmonious industrial relations - (Marks - 25)

1.6 Other aspects of governance - (Marks - 20)

1.7 How the organisation's strategy was adapted to be resilient amidst of covid-19 pandemic and current economic scenario ?

(Marks - 30)

2.0 EXCELLENCE IN CORPORATE GOVERNANCE & STRATEGY - (*Total Marks – 110*)

Describe how the Governance Structure is implemented and managed including the following:

2.1 The Governance Structure and how the Board evaluates itself - (Marks – 70)

2.2 Compliance with statutory and Regulatory Requirements (Marks – 40 = ● Listed / * Others)

3.0 EXCELLENCE IN CAPACITY BUILDING - (*Total Marks – 150*)

Provide details of how the organisation improves the capacity of the organisation in terms of investment in new plant and machinery, R&D, product innovation, acquisition of new technology, process improvement and investing in and developing people.

3.1 How Product/ Service Innovation is carried out and the expenditure on R&D as a percentage of revenue (Marks – 30)

3.2 Describe the new investments made to either improve existing processes, develop new products, or to expand capacity – (Marks – 35)

3.3 How processes have been improved - (Marks – 25)

3.4 Describe how people in the organisation are developed, upskilled, and motivated and participate positively in the affairs of the Organisation (Marks – 60)

4.0 EXCELLENCE IN PERFORMANCE MANAGEMENT - (*Total Marks – 130*)

Describe how the performance targets, budgets for the organisation as a whole, for departments/units/teams, and individuals are set, monitored and evaluated. In particular describe the following:

4.1 The budgeting Process - (Marks – 40)

4.2 The Management Information System (MIS) - (Marks – 20)

4.3 Individual Performance Evaluation - (Marks – 70)

5.0 EXCELLENCE IN LOCAL AND GLOBAL MARKET REACH - *(Total Marks – 190)*

Describe how the Organisation has outperformed others in getting its products and services to be accepted in the local and global market

(Provide answer to either 5.1 or 5.2)

Please mark it as ‘Not Applicable**’ in each question that you have not chosen to answer between 5.1 and 5.2.*

5.1 Local Market - Results in terms of market performance (Predominantly present in the local market less than 50% exports) - (Marks – 140)

- 5.1.1 Market share in the industry - (Marks – 35)
- 5.1.2 Awards and recognitions received for the product/process and/or the marketing strategy and process - (Marks – 25)
- 5.1.3 Export growth (What are the initiatives taken to make the product available in the international markets) - (Marks – 30)
- 5.1.4 New products introduced during the year under review - (Marks – 25)
- 5.1.5 New markets entered during the year under review - (Marks – 25)

5.2 Global Market - Results in terms of market performance (Predominantly an export-oriented business with at least 50% exports) - (Marks – 140)

5.2.1 Growth in export percentage of total sales - (Marks – 35)

5.2.2 Expansion of export destinations - (Marks – 20)

5.2.3 New products/ services introduced to the market - (Marks – 16)

5.2.4 Awards and recognition received for export performance - (Marks – 20)

5.2.5 New products introduced during the year under review - (Marks – 25)

5.2.6 New markets entered during the year under review - (Marks – 24)

5.3 Processes - (Marks – 50)

5.3.1 Describe how the Organisation assesses customer satisfaction -
(Marks – 25)

5.3.2 Describe the customer complaints process of the Organisation -
(Marks – 12.5)

5.3.3 Describe how customers are compensated for defects and service
breakdowns – (Marks - 12.5)

6.0 EXCELLENCE IN CORPORATE SOCIAL RESPONSIBILITY (CSR) & ENVIRONMENTAL SUSTAINABILITY - (*Total Marks – 120*)

Describe the strategies, activities and results in terms of benefiting consumers, employees, communities, environment and other stakeholders in the public sphere and in particular the following:

6.1 Excellence in CSR – (Marks - 75)

6.1.1 CSR Strategies – (Marks – 08)

6.1.2 CSR Operations and Impact – (Marks – 37)

6.1.3. Responsibility to Employees – (Marks – 25)

6.1.4. Involvement of and contribution by the CEO and top management in societal affairs (Marks – 05)

6.2 Excellence in Environmental Sustainability – (Marks - 45)

6.2.1 Concern for the environment – (Marks – 37)

6.2.2 Impact on the environment – (Marks – 08)

****If you are a subsidiary company, please ensure that the CSR activity described pertains to your company and not to the parent company***

8. PART C

FINANCIAL & STATISTICAL INFORMATION

7.0 EXCELLENCE IN BUSINESS AND FINANCIAL RESULTS - (Total Marks – 150)

Describe with tables and charts the performance of the organization in terms of financial performance in addition to the requirements in the tables in **Part C**

Provide charts that show the following for the last five years

1. Revenue (in total and segments if any) - (Marks 40)
2. Gross Profit - (Marks 40)
3. Return on Equity (ROE) - (Marks 35)
4. Return on Assets (ROA) - (Marks 35)

****Explain any impact arising from Government policy changes, climate change and other uncontrollable factors.***

Special Purpose Audit Report by the Auditors of the Company/ Organization

The Special Purpose Audit report covering items **1, 2, 3 and 4** of PART C above is attached.

Name of the Auditor

Date and Seal



The National Chamber of Commerce of Sri Lanka

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