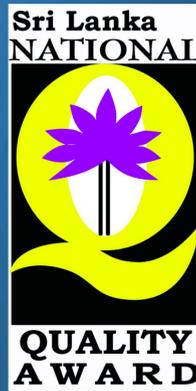




**Sri Lanka Standards Institution**



# **Sri Lanka National Quality Award (SLNQA)**

**Sri Lanka's Number 1 Performance Excellence Award**



## Chairman's Message



Sri Lanka National Quality Award (SLNQA) scheme is based on the Malcolm Baldrige National Quality Framework of USA. Sri Lanka Standards Institution launched this award programme more than two decades ago to recognize the organizations in Sri Lanka that strive in achieving performance excellence.

Assuring the quality of goods and services, being one of the essential factors in global trading which necessitates the use of modern quality management strategies and technologies to penetrate into local and international markets. Hence the scheme of SLNQA which covers all aspects of performance excellence, encourages local companies to set out a strong platform for quality standards and supports in identifying the critical areas to excel in performance.

Whether the applicant organizations win the award or not, they certainly reap benefits by the process of working towards its achievement, by demonstrating the pathway to excellence. Hence applying for SLNQA would benefit the companies to improve every aspect of their organizations by identifying areas for opportunities for growth.

- Mr. Asanga Ranasinghe



## Director General's Message

Sri Lanka National Quality Award (SLNQA) is a national level annual award to recognize organizations in Sri Lanka for their performance Excellence. Sri Lanka Standards Institution (SLSI) has been conducting the SLNQA programme for more than a quarter-century.

The evaluation criteria for the award is based on Malcom Baldrige National Quality Award Programme of the USA. The Main items are considered during the evaluations are Leadership, Strategy, Customers, Measurement, Analysis and knowledge Management, Workforce, Operation and Results. Winners who are selected through a comprehensive five stage evaluation process can serve as a role model for other organizations in the country.

I invite Sri Lankan business community to partake in this programme, which will enable them to benchmark best industry practices and improve the quality of products and services. Ultimately leading to the socio-economic development of the country.

- Dr. (Mrs) Siddhika G Senaratne

## The Award

**T**he Sri Lanka National Quality Award (SLNQA) is the nation's most prestigious and esteemed award given to public and private sector organizations for outstanding performance and to businesses that have successfully implemented quality management system. The SLNQA introduced to improve the standards of excellence that would help Sri Lankan organizations to achieve a competitive advantage over their competitors and gain international recognition. For more than 25 years, the SLNQA Excellence Framework has empowered organizations to accomplish their missions, improve results, and become more competitive. The SLNQA Excellence Framework includes the Criteria for Performance Excellence, core values and concepts, and guidelines for evaluating your processes and results.

SLNQA assessing criteria are based on the world renowned Malcolm Baldrige National Quality Award (MBNQA) of the USA and it has been implemented by more than 80 countries worldwide. SLNQA is administered and conducted by the Sri Lanka Standards Institution (SLSI), which has helped organizations and the country to improve quality and standardization for more than 50 years. Also, SLSI is the member body of the International Organization for Standardization (ISO) in Sri Lanka.



The Sri Lanka National Quality Award is the highest level of national recognition for performance excellence that a Sri Lankan organization can receive.



# Organizational Advantages of Applying for SLNQA

## Improved Organizational Performance & Results

Organizations that won the SLNQA have proven that applying the SLNQA Criteria to run their businesses has led to better financial results, an increase in satisfied and loyal customers, improved product and service quality, a highly engaged and motivated workforce, and breakthrough gains in performance.

## Feedback Report to Improve Results

As part of applying for the Performance Excellence Award, organizations receive a feedback report from a team of SLNQA Examiners, experts with remarkable sector and industry knowledge. This provides a framework for addressing future strategic challenges and assessing progress as a result of shifting dimensions of the global economy. Organizations use the report in their strategic planning to focus on their customers and improve results, as well as to help energize and guide improvement efforts.

## Focus on Results

Results are the bottom line in the SLNQA process : 450 of the 1,000 points in the SLNQA scoring system are allocated to results, one of the seven SLNQA criteria categories. This results focus helps your organization to determine the most critical areas to measure, create and balance value for key stakeholders, and improve performance in key areas such as customer engagement, process performance, product performance, student learning, and health care outcomes.

## International Recognition

Winners are eligible to enter and compete for the Global Performance Excellence Award (GPEA) conducted by the Asia Pacific Quality Organization (APQO). APQO is a non-stock, non-profit organization that serves as an umbrella group that brings together all of the leading quality professional societies in the Asia Pacific Region. Many SLNQA winners won the GPEA in their respective years and received international recognition.

## Aligned Efforts and Resources

The linkages among the requirements of the seven Baldrige Criteria Categories can help your organization achieve better coordination and consistency among plans, processes, information, resource decisions, actions, results, analysis, and learning.

## Recognize as Role Models

SLNQA winners get the opportunity to share their success stories and best performance practices with organizations, corporate executives, and university graduates around the country. And SLNQA winners help improve the competitiveness of Sri Lankan organizations by inspiring them to improve their performance.

## SLNQA Logo to use as a Marketing and Sales Tool

SLNQA Trademark regards itself as a quality symbol and is recognized by all high-performing organizations. Winners of the SLNQA get the opportunity to imprint the SLNQA trademark on their products, advertise their award, and gain public recognition for a 5-year period.

# Evaluation Criteria

The criteria are used to evaluate an organization's performance, assisting it in identifying its strengths, areas for improvement, and gaps or blind spots. The basis of the criteria is a set of core values and concepts. These are embedded beliefs and behaviors found in high-performing organizations. The SLNQA Criteria for Performance Excellence, which are a set of seven interrelated areas known as categories, will be used to assess and evaluate the organizations.

## Category 1: Leadership

Leadership has two parts, covering senior leadership in the first and governance and societal responsibilities in the second.

## Category 2: Strategic Planning

The Strategic Planning category guides you in examining how your organization develops strategic objectives and action plans, as well as how you implement, change, and measure progress on those objectives and plans.

## Category 3: Customer Focus

The Customer Focus category guides you in examining how your organization engages customers to attain long-term success in the marketplace, including how you listen to the “voice of the customer,” build customer relationships, and use customer information to improve and identify opportunities for innovation.

## Category 4: Measurement, Analysis, and Knowledge Management

The Measurement, Analysis, and Knowledge Management category examines how you select, gather, analyze, manage, and improve your organization’s data, information, and knowledge assets.

## Category 5: Workforce Focus

The Workforce Focus category guides how your organization assesses the capabilities of its workforce and creates an environment conducive to high performance.

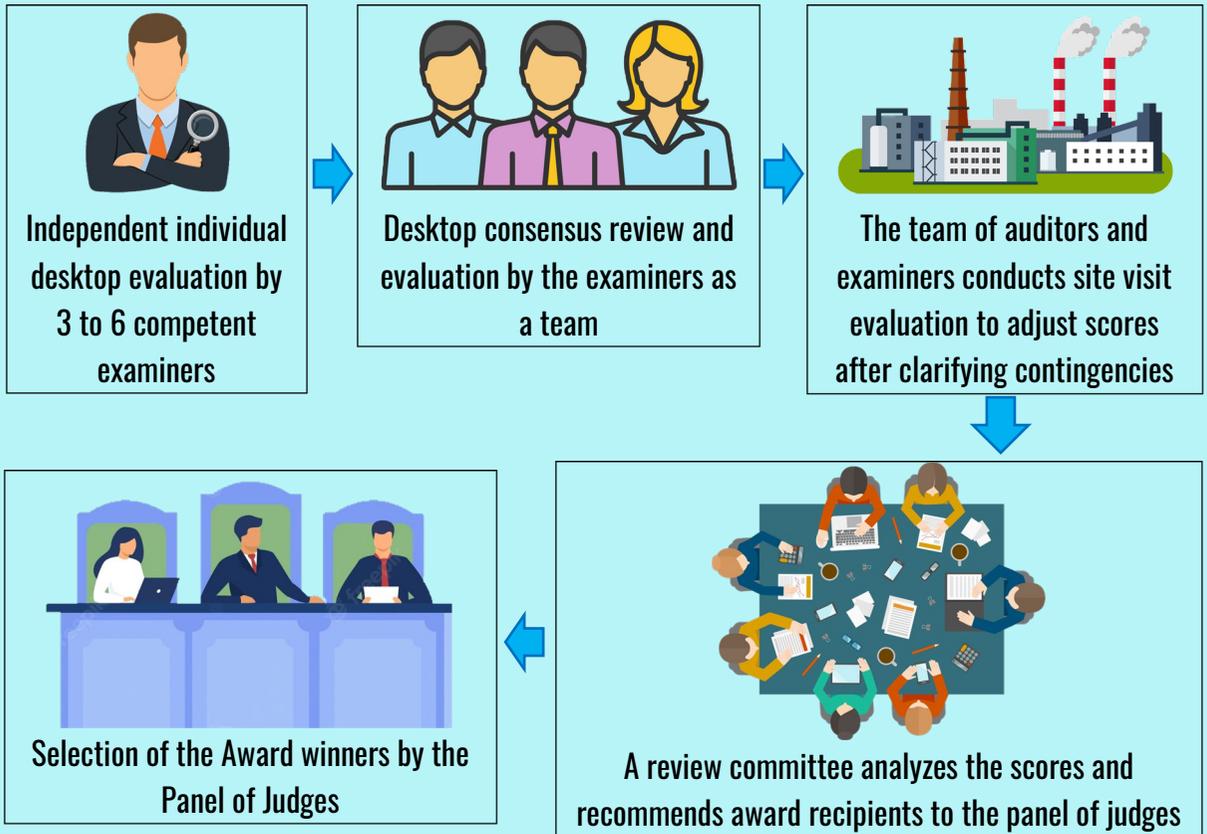
## Category 6: The Operations Focus

The Operations Focus category guides you in examining how your organization designs, manages, and improves the systems it uses to accomplish its work, including all external and internal resources.

## Category 7: Results

The Results category guides you in analyzing and reviewing results data and information in all key areas of your organization—product performance and process effectiveness, customers, workforce, leadership and governance, and financial and market performance.

## Evaluation Process



## Application Process

Applicants are required to submit a completed application report, which consists of an organizational profile and response to the SLNQA Performance Excellence Criteria.

## Confidentiality

Information contained in applications and obtained during site visits will be treated as confidential and will not be released for any purpose other than the examination review.

# Eligibility Criteria

## Award Categories

The SLNQA is open to large, medium, and small organizations in the public and private sectors. The size of the organization will be determined by the number of full-time employees as listed below.

- Large Scale: More than 250 full-time employees
- Medium Scale: From 50 to 250 full-time employees
- Small Scale: Less than 50 full-time employees

## Eligibility for apply SLNQA

- Organizational operations conducted in Sri Lanka for more than three (3) years.
- Organizations having a Quality Management Systems for continued improvement.
- Subsidiaries, divisions, or business units of larger organizations are eligible to apply if they primarily serve the public or engage in business activities other than the parent organization.
- Both parent and subsidiary companies cannot compete for the award in the same year.
- Winners of the award and all its subsidiaries are not eligible for a period of 5 years for any consideration of the second award.

## Types of Awards an Organization Can Win

- Sri Lanka National Quality Award Winner
- Merit Award
- Commendation Certificate





## Selection of Winners

A team of examiners evaluates the application report provided by the SLSI, makes recommendations to the Review Committee, and prepares feedback reports. Examiners are selected by the SLSI through a competitive evaluation process. The Teams of Examiners consist of business and quality experts primarily from the SLSI and also from the private and public sectors. The Review Committee is made up of SLSI members, including the Director General and Deputy Directors General, as well as experts from the private and public sectors. The Panel of Judges is presided over by a retired Supreme Court or Court of Appeal judge. The other members are the Secretary to the Ministry that SLSI comes under, the Secretaries of several other Ministries, the President of the Federation of Chambers of Commerce and Industry of Sri Lanka and Chairperson or Secretary General /CEO of the Ceylon Chamber of Commerce, and the Chairman, Director General and Deputy Directors General of SLSI.

The leader of each team makes a presentation before the Review Committee after completing the evaluation process with their observations and recommendations. The Review Committee makes its recommendations to the Panel of Judges after reviewing the observations, scores and recommendations made by the Team Leaders.

## Applications Fees

At the time of applying for the SLNQA, the following fee is to be paid. Fees will not be reimbursed if a company decides not to participate in the SLNQA application process after making the payment. But organizations get the opportunity to apply for the next SLNQA cycle.

- Large - scale organizations: LKR 65 000
- Medium - scale organizations: LKR 50 000
- Small - scale organizations: LKR 35 000

(Relevant government taxes are applicable)

# SLNQA Past Winner

**(5-year period)**

Year	Company Name	Category
2016	Associated Battery Manufacturers (Ceylon) Ltd	Manufacturing (Medium)
2016	Ceylon Electricity Board - Kandy City Area	Service (Medium)
2016	Kelani Cables (PLC)	Manufacturing (Large)
2016	Noritake Lanka Porcelain (Pvt) Ltd	Manufacturing (Large)
2017	Ceylon Biscuits Ltd	Manufacturing (Large)
2018	Atlas Axillia Co. (Pvt) Ltd	Manufacturing (Large)
2018	CBL Foods International (Pvt.) Ltd	Manufacturing (Large)
2018	General Hospital Ampara	Health Care (Large)
2018	Jiffy Products S. L. (Pvt) Ltd	Manufacturing (Large)
2019	Hemas Manufacturing (Pvt) Ltd	Manufacturing (Large)
2020	Nestle Lanka PLC	Manufacturing (Large)
2020	Maliban Biscuit Manufactories (Pvt) Ltd	Manufacturing (Large)
2020	CBL Exports (Pvt) Ltd	Manufacturing (Medium)
2020	Commercial Bank Of Ceylon PLC	Service (Large)



## For More Information

Senior Deputy Director  
(Standards & Services Promotion Division)

Sri Lanka Standards Institution  
Standards and Promotion Division  
No. 17, Victoria Place, Elvitigala Mawatha,  
Colombo 08, Sri Lanka.



+94 112 671 567- 72 Ext: 322  
+94 772 338 675



+94 112 694 981



mohana@slsi.lk, dssp@slsi.lk