

DEPARTMENT SUBMISSION ENTRY FORM

THE DEADLINE TO APPLY FOR THE 2024 DEPARTMENT QUALITY AWARD IS APRIL 30TH, 2025.

To be completed by Department Manager / Delegate

DEPARTMENT INFORMATION – KEY FACTS			
Department Name:		Department Manager:	
# of Employees in Department:		Department Key Role / Activities:	

To be completed by Department Manager / Delegate

DEPARTMENT KEY PERFORMANCE INDICATORS (KPIs)	
What KPIs does your department use to track and measure its performance, and how have they benefited / improved the department and the organization as a whole? (If/where applicable)	
1.	
2.	
3.	
4.	
5.	

To be completed by Department Manager / Delegate

DEPARTMENT CONSIDERATIONS	
Why should your department be considered for the National Quality Award 2024? When documenting your response, please consider the following Quality Management Principles below;	
INTERNAL / EXTERNAL CLIENT FOCUS - how has the Department shown they have clearly communicated with the client & identified their specific requirements? Have they gone an extra mile to ensure the client's requirements are achieved, <i>if so, provide example/s.</i>	
LEADERSHIP – how has the Department and/or it's members shown leadership in their role with regard to quality? Communication and/or mentorship internally and/or with vendors?	
ENGAGEMENT OF PEOPLE – how has the Department Management provided a positive workspace/atmosphere? Fosters respect, engagement & communication? Promotes training/continual professional development/learning?	



DEPARTMENT CONSIDERATIONS continued...
Why should your department be considered for the National Quality Award 2024? When documenting your response, please consider the following Quality Management Principles below;
<p>PROCESS APPROACH – <i>how has the Department utilised the organizations policies & procedures available to them (e.g. portal processes & tools, best practice, industry standards etc...) to achieve consistent & compliant results? Did they understand them or request assistance if they did not? Did they effectively communicate with their peers in other interrelated processes for the success of the department / organization / system?</i></p>
<p>IMPROVEMENT – <i>how has the Department utilised lessons learned / GBUs in order to improve a process/es or scope performance for example? Did they communicate ideas or potential changes / innovations to improve the performance of the system / process / department?</i></p>
<p>EVIDENCE-BASED DECISION MAKING – <i>how has the Department looked at historic data or performance to identify any strengths / weaknesses that could be utilised to successfully support department processes in order to achieve compliance to set goals / targets / requirements?</i></p>
<p>RELATIONSHIP MANAGEMENT - <i>can the Department give evidence that they have cultivated and promoted positive relationships with Internal/External Clients, Consultants/Reps, Vendors, Management, Peers etc..?</i></p>

THANK YOU FOR YOUR APPLICATION!
PLEASE ATTACH PHOTOS/SUPPORTING DOCUMENTS THAT RELATE TO YOUR ENTRY.

To be completed by Evaluator/s

DEPARTMENT EVALUATION			
	Notes / % / Scores		