

## **FREQUENTLY ASKED QUESTIONS ABOUT RAJIV GANDHI NATIONAL QUALITY AWARD (RGNQA)**

### **Q. 1 What is Rajiv Gandhi National Quality Award?**

Rajiv Gandhi National Quality Award was instituted by the Bureau of Indian Standards in 1991, with a view to encouraging Indian manufacturing and service organizations to strive for excellence and giving special recognition to those who are considered to be the leaders of quality movement in India. This award is intended to generate interest and involvement of Indian Industry in quality programmes, drive our products and services to higher levels of quality and equip our Industry to meet the challenges of domestic and International markets.

### **Q.2 How this award helps in improving Quality?**

Rajiv Gandhi National Quality Award would help Indian Industry to improve quality by:

- a) Encouraging Indian Industry to make significant improvements in quality for maximizing consumer satisfaction and for successfully facing competition in the global market as well;
- b) Recognizing the achievements of those organizations which have improved the quality of their products and services and thereby set an example for others;
- c) Establishing guidelines and criteria that can be used by industry in evaluating their own quality improvement efforts; and
- d) Providing specific guidance to other organizations that wish to learn how to achieve excellence in quality, by making available detailed information on the 'Quality Management Approach' adopted by award winning organizations to change their culture and achieve eminence.

### **Q.3 What are the various awards and commendation certificates?**

There are five awards consisting of one for large scale manufacturing organizations, one for small scale manufacturing organizations, one for large scale service sector organizations, one for small scale service sector organizations and one for BEST OF ALL. In addition, there are eight commendation certificates each for large scale and small scale manufacturing organizations as per industrial sectors given below:

- a) Bio-technology;
- b) Chemical industry;
- c) Electrical and electronic industry;
- d) Food and drug industry;
- e) Gems, jewellery and allied industry;
- f) Metallurgical industry;
- g) Textile industry; and
- h) Engineering industry and others.

Further, there are six commendation certificates each for large scale and small scale service organizations in the following sectors:

- a) Education
- b) Finance,
- c) Health Care,
- d) Information Technology,
- e) Utilities, and
- f) Others.

**Q.4 What is eligibility to compete for his award?**

An organization is eligible to compete for the award, if it satisfies all the following conditions:

- a) Applicant organization is located in India,
- b) Applicant organization has been in existence for at least three years as on last date of the application.
- c) Applicant organization is situated at one place or a unit of an organization housed at one location,
- d) Applicant organization has never been convicted by any court for deficiency in product or service and/or found guilty of financial irregularities by any regulatory authority or court. An undertaking to this effect will have to be submitted.
- e) Applicant organization is not manufacturing products, like tobacco and liquor etc which are injurious to health.

A Sub-unit which performs only support functions for the parent organization such as, sales, marketing, distribution, finance, human resources and health are not eligible. [A Sub-unit is a Unit or Division of a larger organization (Parent organization) which owns or has organizational and/ or financial control of sub-unit]

Further, if an applicant organization has earlier received an award, it is not eligible to apply for an award for next three awards. However, this condition will not apply to those applicant organizations which have received commendation certificate.

**Q.5 What is the fee for applying this award?**

**Application Fee**

For large scale organizations (manufacturing or service) Rs. 5 000	} Plus applicable service tax, at present 10.3%
For small scale organizations (manufacturing or service) Rs. 1 500	

The application fee includes the cost of preliminary screening of the application, and shall be payable along with the application form. In case application form, downloaded from BIS website, is used for applying for the award, an additional amount of Rs 200/- is required to be submitted along with the application fee.

**Assessment Fee**

The applicant organization, which after preliminary screening is selected for fact-finding and evaluation visits, will have to pay the assessment fee as under:

For large scale organizations (manufacturing or service) (two-days visit)	Rs. 40 000 *
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For small scale organizations (manufacturing or service) (one-day visit)

Rs. 10 000 \*

**\* Plus applicable service tax, at present 10.3%**

In addition to the above assessment fee, the applicant organizations will also have to bear to-and-fro travel and local hospitality expenses for evaluation committee members visiting their organizations.

#### **Q.6 What is the assessment process?**

All the applications received shall be screened as per the criteria laid down on the basis of information provided by the applicant organization. Applicants selected in preliminary screening will become eligible for fact-finding and evaluation visits. A team of experts appointed for this purpose would visit the applicant organization for on-the-spot study and evaluation.

#### **Q.7 How are the awardees selected?**

The assessment for large scale organization will be made on the basis of nine parameters, namely, Leadership; Policies, Objectives and strategies; Human resource management; Resources; Processes; Customer focused results; Employees' satisfaction, Impact on environment and society; and Business results.

The assessment for small scale organization will be made on the basis of six parameters, namely, Leadership; Human resource management; Processes; Customer focused results; Impact on environment and society; and Business results.

#### **Q.8 What are benefits to the applicant organizations?**

- ★ It will enable the organization to assess its own level of commitment to quality. It will also indicate the extent to which this commitment is being deployed through every level of the organization and in all areas of activities.
- ★ Further, after the process of self assessment is completed, the organization will be in a position to analyze its strengths and weaknesses.

#### **Q.9 What are the benefits to the award winners/recipients of commendation certificates?**

- ★ Award winning organization(s) will be reckoned as champions of quality movement in India.
- ★ Award winners can publicize their achievements on their printed and publicity material. However, if a unit of an organization is selected for the award, it will be permitted to publicize its achievements on the printed and publicity material of that unit only, and not that of entire corporate body.
- ★ Awards will be presented in a glittering ceremony in presence of top ranking personalities from government, professional bodies, industry, and consumer associations.
- ★ Award winners may have leverage in business on being recognized as the best.
- ★ In addition to the above, the following financial incentives in the form of cash awards will also be given:

<b>TYPE OF THE AWARD</b>	<b>NUMBER</b>	<b>CASH AWARD/ INCENTIVE</b>
BEST OF ALL	1	Rs. 500 000
Category awards (1 each for Large Scale and Small Scale Manufacturing organizations and Service	4	Rs. 100 000

<b>TYPE OF THE AWARD</b>	<b>NUMBER</b>	<b>CASH AWARD/ INCENTIVE</b>
Organizations)		
Commendation Certificate (8 each for Large Scale and Small Scale Manufacturing Organizations and 5 each for Large Scale and Small Scale Service Organizations)	28	Rs. 50 000

**Q.10 Does the award amount to a product or service endorsement for the recipients?**

No. The award is given because an organization has shown it has an outstanding system for managing its products, services, human resources, customer relationships etc. As part of the evaluation, an organization is asked to describe its system for assuring the quality of its goods and services. It also must supply information on quality improvement and customer satisfaction efforts and results. That does not mean that a recipient's products or services are endorsed.

**Q.11 Are RGNQA recipients asked to share their successful strategy?**

One of the main purposes of the award is to pass on information about the recipient's performance excellence strategies that other organizations can tailor for their own needs. Representatives from the award recipients willingly have shared their organizations' performance strategies and methods through seminars organized by BIS.

**Q.12 Is RGNQA similar with other awards in developing countries?**

The award has been designed in line with similar awards in other developed countries, like Malcolm Baldrige National Quality Award in USA, Deming Prize in Japan and European Quality Award.