

ANNEX V

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. It is one of the most prestigious awards for organizations who have excelled in the field of “**quality**”, either in **manufacturing sector** or in **service sector**. The recipient of this award over the years have excelled to become the benchmark of quality in their respective fields, for which they have even earned international recognition.

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

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

There are five awards consisting of one for large scale manufacturing organizations, one for Medium, Small and Micro scale manufacturing organizations, one for large scale service sector organizations, one for Medium, Small and Micro scale service sector organizations and one for BEST OF ALL.

In addition, there are eight commendation certificates each for large scale and Medium, Small and Micro 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 Medium, Small and Micro 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 not been convicted by any court for deficiency in product or service and/or found guilty of financial irregularities by any regulatory authority or court for the period 01 April 2010 to 31 March 2013. An undertaking to this effect will have to be submitted.
- e) Applicant organization is not manufacturing products like tobacco, 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?

i) Application Fee

For large scale organizations (manufacturing or service) Rs. 10 000	}	Plus applicable service tax
For Medium, Small and Micro scale organizations (manufacturing or service) Rs. 5 000		

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.

ii) Assessment Fee

The applicant organizations, which after preliminary screening are selected for fact-finding and evaluation visit (Shortlisted organization), will have to pay the assessment fee as under:

For large scale organizations (manufacturing or service) (two-days visit)	Rs. 85 000	} Plus applicable service tax
For Medium, Small and Micro scale organizations (manufacturing or service) (one-day visit)	Rs. 25 000	

In addition to the above assessment fee, the shortlisted large scale applicant organizations will also have to bear the costs towards to-and-fro transportation from the nearest airport, and boarding and lodging of Evaluation Committee members visiting their organizations.

However, BIS would incur the expenditure on account of air travel of the members of the Evaluation Committees from their place of stay to the nearest airport of the applicant organization.

BIS will also bear the expenses towards boarding & lodging and the to-and-fro transportation of these Evaluation Committee members from the nearest airport to the applicant organization, in case of the shortlisted Medium, Small and Micro scale applicant organizations.

Application fee and Assessment fee (plus applicable service tax) are non-refundable and shall be paid by Demand Draft in favour of Bureau of Indian Standards payable at New Delhi.

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 Medium, Small and Micro 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.
- ★ Winning this award brings not only recognition to the organization but also confidence of the public in the products or services provided by the organization.

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:

TYPE OF THE AWARD	NUMBER	CASH AWARD/ INCENTIVE
BEST OF ALL	1	Rs. 500 000
Category awards (1 each for Large Scale and Medium, Small and Micro Scale Manufacturing organizations and Service Organizations)	4	Rs. 200 000
Commendation Certificate (8 each for Large Scale and Medium, Small and Micro Scale Manufacturing Organizations and 5 each for Large Scale and Medium, Small and Micro Scale Service Organizations)	28	Rs. 100 000

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.