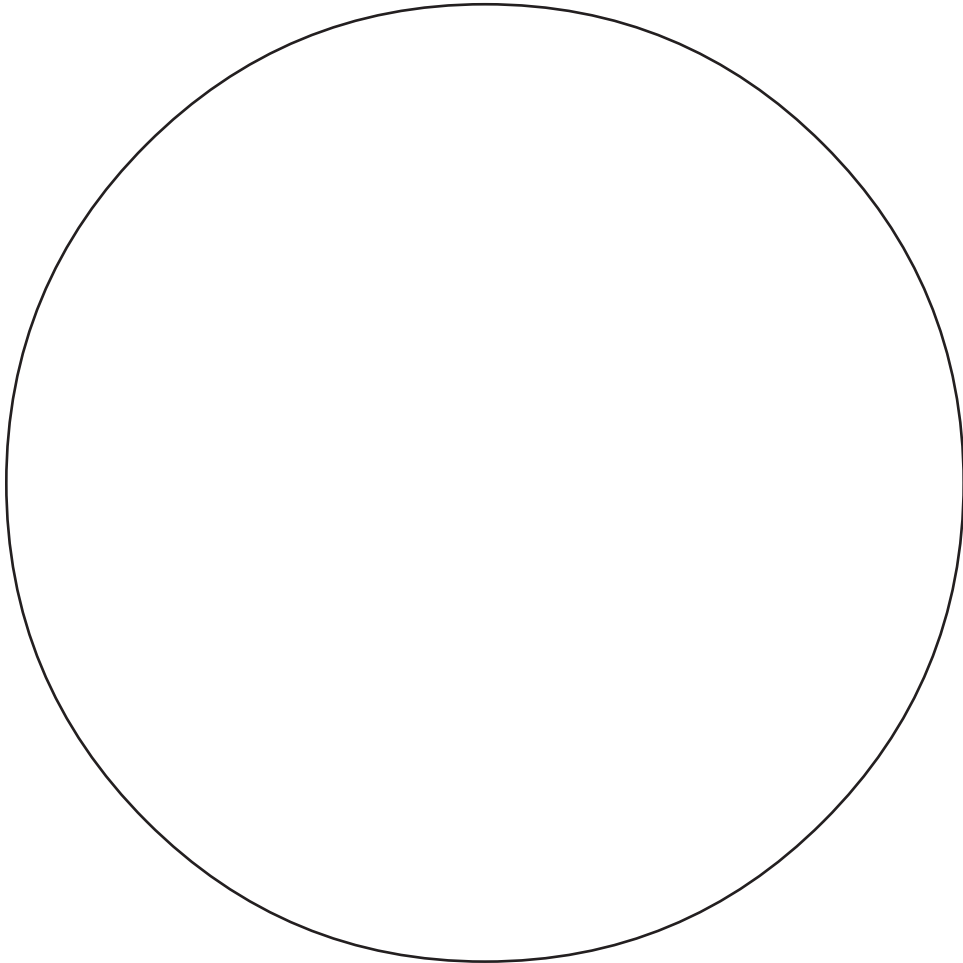


Rajiv Gandhi  
National Quality Award  
2013



**BUREAU OF INDIAN STANDARDS**

# **RAJIV GANDHI NATIONAL QUALITY AWARD 2013**

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 recipients 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.

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

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.

## **FREQUENCY**

Rajiv Gandhi National Quality Award is an annual feature on the basis of financial year.

## **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.

## **BENEFITS TO THE AWARD WINNERS**

- ★ 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.
- ★ Financial incentives
  - Organizations winning the BEST OF ALL Award would be given cash award of Rs. 500 000.
  - Organizations winning the other awards would be given cash award of Rs. 200 000.
  - Organization receiving the commendation certificates would be given cash award of Rs. 100 000.

## **AWARDS AND COMMENDATION CERTIFICATES**

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

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

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

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

The number of awards/commendation certificates indicated above is maximum. In the event of non-availability of suitable applicants as per assessment criteria decided by the National Awards Committee (NAC), any of the above awards/commendation certificates may not be given.

The BEST OF ALL award consists of a certificate and a plaque, gold plated silver salver of 25 cm diameter. In addition, the winner will also be given financial incentive in the form of a cash award of Rs. 500 000.

The other awards will consist of a certificate and a plaque, silver salver of 20 cm diameter. In addition, the winners will also be given financial incentive in the form of a cash award of Rs. 200 000 each.

The commendation certificate will consist of a certificate and a plaque, silver salver of 15 cm diameter. In addition, the recipients of commendation certificates will also be given financial incentive in the form of a cash award of Rs. 100 000 each.

### **ELIGIBILITY TO COMPETE FOR THE 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 last three years prior to and including the period for which applying. An undertaking to this effect will have to be submitted.
- e) Applicant organization is not manufacturing product 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.

### **ASSESSMENT CRITERIA**

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 micro, small & medium 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.

Emphasis will be placed on quality achievement and quality improvement as demonstrated through the information provided by applicant organization.

### **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.

### **FEE**

#### **Application Fee**

|  |             |
|--|-------------|
| For large scale organizations (manufacturing or service)                 | Rs. 10 000* |
| For micro, small & medium scale organizations (manufacturing or service) | Rs. 5 000*  |

*\* plus applicable service tax*

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 (Shortlisted organization), will have to pay the assessment fee as under:

|  |             |
|--|-------------|
| For large scale organizations (manufacturing or service) (two-days visit)                | Rs. 85 000* |
| For micro, small & medium scale organizations (manufacturing or service) (one-day visit) | Rs. 25 000* |

*\* plus applicable service tax*

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 the Evaluation Committee members from the nearest airport to the applicant organization, in case of the shortlisted micro, small & medium 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.

### **APPLICATION FORMS**

Interested organizations may obtain the application form in person against the payment of Rs 200/- by cash or Demand Draft in favour of 'Bureau of Indian Standards' payable at New Delhi, from Sales Counter, Bureau of Indian Standards (BIS), 9, Bahadur Shah Zafar Marg, New Delhi 110002. Those interested in obtaining the same by post may send a Demand Draft of Rs 250/- in favour of 'Bureau of Indian Standards' payable at New Delhi, to 'The Head (i-Care), Bureau of Indian Standards' at the above address, superscribing the envelope as 'Rajiv Gandhi National Quality Award 2013 - Application Form Request'. The application form will be sent by Speed post/Courier/Registered Post.

**The completed application form along with the prescribed fee should reach the Head (i-Care), Bureau of Indian Standards, Manak Bhavan, 9, Bahadur Shah Zafar Marg, New Delhi 110002 latest by 31 August 2014.**

The application form may also be downloaded from the following BIS website:

**<http://www.bis.org.in>**

In case downloaded application form is used for applying for the award, an additional amount of Rs. 200/- is required to be submitted along with the application fee.

For any further information, please contact 'Head (i-Care)' (Telephone: 011-2323 5069, E-mail: [spcad@bis.org.in](mailto:spcad@bis.org.in)) at the address given below:

## **BUREAU OF INDIAN STANDARDS**

**Manak Bhavan, 9 Bahadur Shah Zafar Marg**

**New Delhi 110002**