



Attachment - I

APPLICATION FORM

NATIONAL PRODUCTIVITY AWARD - 2017

Section A - Details of applicant

Name of Organization:

Address:

Name of Chief Executive:

Designation:

Telephone:

Fax:

E-Mail:

Website:

Section B - General Information

1. Location of Factory (when applicable):

2. Total number of employees:

3. (a) Annual Sales in FY 2072/73 (2015/2016), Rs.

(b) Category (as per the Industrial Enterprises Act):

- Large
- Medium
- Small

4. Name of products / services:

Section C - Declaration

I, on behalf of my organization, agree to abide by the rules of the LCCI Award for National Excellence competition and accept that the decisions of the LCCI are final. I confirm that all information in the application form and accompanying documents are correct. I accept the nondisclosure and confidentiality clause.

Date:.....

(Signature of Chief Executive)



LALITPUR CHAMBER OF
COMMERCE & INDUSTRY



Name of contact person:

Telephone:

Mobile Phone:

Fax:

E-Mail:

Contact Address (if different from above)

.....

.....

Address for all correspondence

Lalitpur Chambers of Commerce & Industry

Patan Durbar Square

Mangalbazar, Lalitpur

P.O. Box 26, Lalitpur

Tel: 5521740, 5530663, 5539963

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QUESTIONNAIRE

(Please mark the appropriate boxes as applicable to your organization) You may support your evidence with appropriate documents.

Criterion 1: Organizational Policy, Planning and Commitment

Sub-criteria:

- i) Do leaders develop organization vision, mission and values? If yes, how?
- By personal active involvement
 - By interaction with employees
 - Based upon customer feedback
 - Others, please specify:
- ii) Are policies and strategies formulated? If yes, how?
- Developed vision, mission, values, strategic objectives, etc.
 - Vision and mission are clearly defined
 - Strategic positioning, objectives and approaches are clearly defined.
 - Vision, mission, strategic positioning and objectives are communicated properly to all employees
- iii) Are policies and strategies developed, reviewed and updated on a regular basis? If yes, how?
- In line with the company's vision, mission and values
 - By continuous monitoring of internal and external factors affecting the operation of the unit
 - Others, please specify:
- iv) Is there a multi annual corporate level strategic business plan at in place? If yes, how?
- By preparation and approval of a multi annual corporate level strategic business plan with specific targets
 - By adaptation of the elements in the written document with necessary changes based on the unfolding changes in the business environment.
 - By limiting to minutes or other internal documentation to replace a strategic business plan
 - Others, please specify:



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v) Are policies and strategies communicated and implemented? If yes, how?

- By identifying and designing key work systems and reviewing its effectiveness periodically
- By planning activities based on objectives and targets set in the multi annual strategic business plan at the corporate level
- Others, please specify:

vi) Are organization's assets and resources managed effectively? If yes, how?

- By utilizing assets and resources to meet laid down strategies
- By optimal use and consumption of resources and utilities
- By identifying new methods of production and replacing old technology with new ones
- Others, please specify:

vii) Are Leaders involved in development of its management systems? If yes, how?

- By ensuring a work system is developed
- By ensuring the work system is implemented for proper and effective measurement
- By ensuring a periodic review and improvement of the systems
- Others, please specify:

viii) Are Leaders involved with customers and partners? If yes, how?

- By meeting, understanding and responding to needs and expectations of customers and partners
- By actively participating in business chambers and associations
- By participating in professional bodies, conference and seminars
- If others, please specify:

ix) Are the organization's employees motivated, supported and recognized by the leader? If yes, how?

- By personally communicating to the employees the organization's vision, mission, values and the strategies and objectives set forth to accomplish the same.
- By creating a learning environment and providing opportunities for their career growth.
- By linking employee performance with financial and non-financial rewards or recognitions.
- If others, please specify:



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iii) Are productivity related data and information analyzed and used? If yes, for what purpose?

- For planning day to day management and evaluation of productivity
- For comparison with competitor's products and business performance
- For annual productivity ration
- Others, please specify:

Criterion 4: Employees Development

Sub-criteria:

i) Are human resources planned, managed and improved? If Yes, How?

- By developing human resource policies,, strategies and plans
- By using employee surveys and other forms of employee feedback
- By using exit interview at the time of employee's departure
- Others, please specify:

ii) Are employees actively involved and empowered? If Yes, How?

- By encouraging and supporting employee participation in improvement activities
- By encouraging and supporting employee's involvement through in-house seminars
- By encouraging and supporting employee's involvement through external training, seminars, etc.
- Others, please specify:

iii) Do employees and management have a democratic dialogue? If Yes, How? By developing and using the following communication channels:

- Top down
- Bottom up
- Horizontal
- Others, please specify:

iv) Do you recognize and reward employees? If Yes, How?

- By proper remuneration, promotion, redeployment, etc.
- By extending benefits e.g. health care, childcare, transport, etc.
- Others, please specify:



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Criterion 5: Work System and Productivity improvement

Sub-criteria:

- i) Are work systems systematically designed and standardized? If yes, how?
- By following key processes
 - By applying to ISO 9000 and ISO 14000 and NS Mark standards to meet quality, environment management and occupational health and safety systems in process management
 - 5s, Kaizen, PDCA, tool used
 - Others, please specify:
- ii) Is standard work system implemented and continuously improved? If yes, how?
- By identifying and prioritizing opportunities for improvement
 - By obtaining feedback from productivity results and research
 - By complying with the requirements of the standards, including regular quality audit and follow up of the actions to be taken for improvement
 - Others, please specify:
- iii) Are products and services designed, developed, produced, delivered and serviced with customer focus? If yes, how?
- By using market research, customer surveys and other forms of feedback
 - By producing products and services in line with designs and developments
 - Delivering products and services to customers in time
 - Others, please specify:
- iv) Is customer relationships managed and enhanced? If yes, how?
- By active involvement with customers
 - By positively responding to feedback received from day to day contacts including complaints
 - By honoring warrantee.
 - By using regular surveys, other forms of structured data gathering.
 - Others, please specify:



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Criterion 6: Customer Satisfaction and Relationship

Sub-criteria:

i) Are customers' perceptions of the organization obtained regularly? If yes, how?

- By customer surveys
- Through customer feedback slip
- Interview
- Others, please specify:

ii) What are the performance indicators of the organization with respect to the following:

	Excellent	Good	Satisfactory
Quality of products and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sales and after sales support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loyalty to the organization or brand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others, please specify:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Criterion 7: Employees Satisfaction

Sub-criteria:

i) Job satisfaction and motivation: Do you obtain perception measures of employees? If yes, how?

- By carrying out surveys
- By having focus group discussions
- By conducting interviews
- Others, please specify:

ii) How do employees rate company's performance regarding the following indicators?

	Excellent	Good	Satisfactory
Achievements by organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motivation and involvement of employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satisfaction of employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services provided to the employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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Criterion 8: Performance Results (based on Audited Report)

Sub-criteria:

i) What were the key performance outcomes during the last three fiscal years?

	2070/71	2071/72	2072/73
Non-financial outcomes:			
Volume of sales,			
Market share (estimated), %			
Others, please specify:			

Mention any unusual event or factor beyond company's control that has affected the above positively or negatively:

	2070/71	2071/72	2072/73
Financial outcomes:			
Sales, Rs.			
Net profit, Rs.			
Share price, Rs.			
Dividends, Rs.			
Others, please specify:			

Mention any unusual event or factor beyond company's control that has affected the above positively or negatively:



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ii) How are the key performance indicators during last three fiscal years?

	2070/71	2071/72	2072/73
Work system:			
Labour Productivity (Production volume/Labour)			
Defect rate (%)			
Waste minimum ration			
Others, please specify:			
Raw Materials& Utility:			
Major material utilization			
Inventory turnover			
Major utility consumption			
Others, please specify:			
Financial:			
Capital Productivity ratio			
Return on equity, %			
Return on net assets, %			
Others, please specify:			

Criterion 9: Future Expansion/Diversification Plans

Sub-criteria:

i) Do you have future Productivity improve plans in place with respect to/in context of the followings:

- Changing national global business environment and other emerging trends
- New target market segment
- Future capacity needs of the organization
- Others, please specify:

ii) Have you developed a productivity measurement and improve plan? If Yes, How do you plan to implement them?

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Criterion 10: Human Resource Development

Sub-criteria:

- i) Is Human Resource development well planned? If yes, how?
- By establishing long-term and short-term action plans to achieve the human resource development strategies and goals
 - By involving line managers and employees in developing human resource strategies and action plans
 - By aligning employee recruitment and selection policy with human resource strategies and action plans
- ii) How is Employee education, training and development taken care of?
- By conducting periodical Learning Need Analysis for employees in line with business objectives and organizational values
 - By inducting new employees, and existing employees given new job functions
 - By having programs to identify, develop and retain talents with potential for greater contributions
 - By having programs for leadership development and succession planning for key positions
- iii) Is Employee health, safety and work satisfaction taken care of?
- By creating a work environment that enhances employee's safety, health and other well being
 - By promoting a harmonious relationship between management and employees/unions
 - By communicating its human resource strategies, policies, systems and processes to all employees
 - Others, please specify:
- iv) How are employees recognized?
- By aligning employee compensation and benefits policy to human strategies and action plans.
 - By developing reward and recognition schemes to support organization's values, objectives and goals.
 - Others, please specify:
- v) How does the organization encourage employee involvement and commitment?
- By jointly developing and agreeing employee performance targets
 - By jointly reviewing period performance progress and linking the performance with rewards and recognitions.
 - Others, please specify:



Attachment - IV

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Criterion 11: Organization Servicers

Sub-criteria:

- i) Are Customer Requirements analyzed as a key management input? If, yes how?
- By determining the expectations of customers
 - By involving employees and other stakeholders like suppliers in the designing of offerings
 - By evaluating and improving its processes for determining and addressing customer expectations
 - Others, please specify:
- ii) Are Customer Relationships managed as a strategic priority? If, yes how?
- By ensuring that customer complaints are timely resolved and analyzed for improvement
 - By motivating and empowering its employees to delight customers
 - By having a process for selecting suppliers and partners who fit into the organization's customer-focused strategies
 - Others, please specify:
- iii) Are Customer Satisfaction regularly measured? If, yes how?
- By determining and analyzing customer satisfaction
 - By using Customer Satisfaction Feedback to develop strategic and improvement plans
 - By managing the performance of processes associated with product/ service delivery to customer satisfaction
 - Others, please specify: