

2017
PERFORMANCE
EXCELLENCE
STUDY
AWARDS

Application
Document



Welcome to
**BUSINESS
EXCELLENCE**
— *New Zealand Ltd* —

2017 PERFORMANCE EXCELLENCE STUDY AWARDS (PESA) APPLICATION DOCUMENT

Introduction

In 1992 a public/private sector sponsoring partnership began promoting the Malcolm Baldrige National Quality Award Criteria as a model for performance excellence in New Zealand by launching the New Zealand Performance Excellence Study Awards (PESA). Since that launch over 2000 New Zealand organisations have improved their performance by implementing the PESA criteria. Many have been through the PESA application process.

The Awards are endorsed and supported by a pool of public and private sector organisations and are managed by Business Excellence NZ. This active public/private sector partnership which supports the PESA programme remains fundamental to its enduring success.

Benefits of applying for the Performance Excellence Study Awards

Many New Zealand organisations use the PESA Criteria to assess and improve their performance. By applying for a Performance Excellence Study Award an organisation receives detailed written feedback from the highly experienced PESA Assessment Panel. All of the PESA Assessors have been formally trained by US Baldrige examiners or judges. PESA Assessors have extensive assessing experience, both in NZ and internationally, in evaluating against the Baldrige Criteria. In 2017 US Baldrige Examiners will again be working in partnership with the NZ based PESA Assessors to assess PESA Applications.

A unique feature of the Awards is the **PESA US Study Programme** which provides the opportunity to learn at first hand from Baldrige and State Award recipients in the US. The PESA Study Visit programme has been offered for twenty years and has become a well respected management training tool for NZ organisations. Some 200 CEO's, senior leaders and managers of NZ organisations have benefited from participation in the PESA US Study Programme and are now applying the knowledge gained from exposure to world class organisations.

All PESA applicants are eligible to participate in the 2017 PESA Study Visit to the USA. For dates and programme details on the 2017 PESA Study Visit Programme please email errol@businessexcellence.co.nz

The 2017 PESA Application Process

When the PESA were launched the then Malcolm Baldrige National Quality Award Criteria were adopted and the PESA still use the Baldrige Framework and Criteria for Performance Excellence.

The **Baldrige Excellence Framework** – is available in three publications covering different sectors –

- business, manufacturing, service, government and not for profit organisations
- education sector organisations and
- health care organisations.

All three booklets are available on line from the Baldrige website www.baldrige.nist.gov either as PDF's for US\$10 or in printed form for US\$30 + shipping

Please note that 2017 PESA Applications will only be accepted if they are submitted in response to the PE Criteria in one of the three Framework publications.

2017 PESA Applicants need to purchase the framework relevant to their sector and follow the terms and conditions set out below in lodging a PESA Application. 2017 PESA Applicants will be assessed against the Baldrige Framework Criteria.

As well as setting out the 2017 PE Criteria the Baldrige Framework publications detail -

- the scoring system
- how to respond to the Criteria
- the core values and Concepts of the Criteria and a very helpful
- glossary of key terms

Performance Excellence Study Awards are presented only to Applicants deemed by the PESA Assessment Panel to have achieved the Award standard set annually by the PESA Assessors.

Applications are open to any New Zealand organisation. Previous Study Award recipients are welcome to apply and to participate in the 2017 PESA Study Visit programme. All applicants receive detailed written feedback from the PESA Assessors.

2017 Performance Excellence Study Awards Cycle Calendar

The key dates for the 2017 PESA are:

Award process and Criteria to websites – applications invited	27 January
PESA Assessors Briefing	during May
Applications close	9 June
Application assessments completed	28 July
US Study Visit	October

Application Preparation

It is recommended that before starting work on a PESA Application that PESA Applicants study the background and guidance given in the Baldrige Excellence Framework publications. The expanded 2017 Baldrige Excellence Framework is a comprehensive and useful reference document, designed to assist in improving your organisation's performance.

Developing an understanding of the Framework and how each component relates to the others will help you to ensure that you submit a complete application.

Organisations considering applying should note that most applicants do not score highly in all Categories. The benefits of applying remain even if you are not strong in some Categories.

Application Page Limit and Format

Applicants must submit a usb flashdrive/memory stick version of their 2017 PESA application plus four hard copies.

The **Organisational Profile** is limited to 5 A4 pages and the **Application** to 40 A4 pages with

- a font size of 10-12 and
- single line spacing

Preferred font styles are Times New Roman, Arial or Helvetica

Format

- margins of at least $\frac{3}{4}$ "
- pages printed single side only
- pages should be numbered

Application Cover Sheet

Please ensure that the cover sheet at the end of this document is completed. The cover sheet must be included on the **electronic** version of your application and cover each of the **four hard copies** of your application.

Application Fee

The application fee for the 2017 Performance Excellence Study Award is \$4000+gst.

A tax invoice for this fee is at the base of the Application cover sheet.

Applications – i.e. the electronic version and four hard copies in the prescribed format - should be addressed to:

**Performance Excellence Study Awards
P O Box 10-400
WELLINGTON 6143**

and must be received by 5pm on 9 June 2017.

2017 CRITERIA FOR PERFORMANCE EXCELLENCE – CATEGORIES, ITEMS & POINT VALUES

P Preface: Organisational Profile

P.1 Organisational Description

P.2 Organisational Situation

Categories and Items	Point Values	
1 Leadership		120
1.1 Senior Leadership	70	
1.2 Governance and Societal Responsibilities	50	
2 Strategy		85
2.1 Strategy Development	45	
2.2 Strategy Implementation	40	
3 Customers		85
3.1 Voice of the Customer	40	
3.2 Customer Engagement	45	
4 Measurement, Analysis, and Knowledge Management		90
4.1 Measurement, Analysis, and Improvement of Organisational Performance	45	
4.2 Information and Knowledge Management	45	
5 Workforce		85
5.1 Workforce Environment	40	
5.2 Workforce Engagement	45	
6 Operations		85
6.1 Work Processes	45	
6.2 Operational Effectiveness	40	
7 Results		450
7.1 Product and Process Results	120	
7.2 Customer Results	80	
7.3 Workforce Results	80	
7.4 Leadership and Governance Results	80	
7.5 Financial and Market Results	90	
TOTAL POINTS		1,000

APPLICANT COVER SHEET

Applications must include this Cover Sheet and be submitted in

- one electronic version – on usb flashdrive or memory stick and
- four hard copies

Name of applicant organisation: _____

Postal address: _____

Phone: _____ Fax: _____

Contact person's name, title and email address: _____

Physical Site Address: _____

Number of full-time equivalent employees: _____

Mail the usb flashdrive/memory stick version and 4 copies of your application to:

**Performance Excellence Study Awards
P O Box 10 400
WELLINGTON 6143**

Please note Applications must be RECEIVED by 5.00pm on 9 June 2017

*TAX INVOICE – GST No 70-731-614
Performance Excellence Study Awards
P O Box 10 400
Wellington 6143*

27 January 2017

2017 Performance Excellence Study Awards (PESA)

Application Fee	\$4000
GST	<u>\$600</u>
Total payable	\$4600

The application fee may be paid direct to Bank account number **020 500 0564099 00** quoting **PESA and your organisation name, or by cheque payable to Business Excellence NZ.**