



**TRINIDAD & TOBAGO**  
**NATIONAL**  
**QUALITY**  
**AWARD**

2023



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# OVERVIEW

Quality is a cornerstone of the present globalized environment and critical to organizational competitiveness. The Trinidad and Tobago Bureau of Standards (TTBS), CARICOM Regional Organization for Standards and Quality (CROSQ), Ministry of Trade and Industry (MTI) and the National Quality Council (NQC) are therefore seeking to recognize Trinidad and Tobago businesses' commitment to quality through the development of a National Quality Awards (NQA) Programme for Trinidad and Tobago.

Quality which can be defined as the ability to satisfy the consumer is the cornerstone of success. The concept of quality applies not only to products and services but also to related dimensions of product and service quality such as convenience, information and assistance. Quality improvement incorporates a company's systems, processes and methods and can therefore be identified as a management function because it needs to be planned, implemented, monitored and improved. Quality can be a means for companies to achieve differentiation and can contribute to gaining the competitive edge over other companies. Lasting competitive advantage is gained from a balanced search for optimal value to customers by simultaneous improvement of quality and reduction of cost.

Recognition, such as the receipt of a NQA, by companies which successfully adopt this approach would promote a domino effect of raising the awareness about the importance of quality and performance excellence in Trinidad and Tobago. This in turn, will help boost the economy and make our local companies better fit to trade and compete at a regional and international level.



# Who is the NQA Programme for?

The NQA is open to businesses engaged in:

- **Manufacturing**
- **Agriculture and Agro Processing**
- **Services**
- **Micro, Small and Medium Sized Enterprises (MSMEs)**

**FIRMS WILL ONLY BE ELIGIBLE FOR ONE CATEGORY.  
ONLY ONE OVERALL WINNER WILL BE DETERMINED PER CATEGORY**

## Manufacturing

These are businesses/companies/firms/involved in physical or chemical transformation of materials, substances or components into new products. Materials, substances or components are products of large scale agricultural, forestry, fishing, mining or quarrying or other manufacturing activities.



## **Agriculture and Agro Processing**

In recognition of small enterprises that focus primarily on agriculture and agro processing, this category was introduced to promote the agriculture sector. These are small businesses that are involved in the small-scale production of crops, aquaculture, animals and/or agro-processed products. (jams and jellies, sauces, fruit mixes, salted fish and sea foods, juices, packaged eggs, local Sweets, chips, etc.).

## **Services**

These are businesses/companies/firms that earn revenue through providing intangible products and services. Activities in this category include banks, hotels, education, health, ICT services, communications, telephone services, electrical services, fuel distribution, shipping and transportation, etc.

## **Micro, Small and Medium Sized Enterprises (MSMEs)**

These are small enterprises that are involved in the small-scale production of: -

- Goods (furniture, jewelry, garments, crafts, etc.); or
- Services (medical laboratories, electrical service providers, plumbing, transport services etc.).

Enterprises qualify if they possess the following:

- 1. Twenty-Five (25) or fewer employees;**
- 2. Turnover 8 Million Dollars or less per annum; and**
- 3. Assets of 1 Million Dollars or less.**



# Benefits

## The National Quality Award Programme

- Enhances the quality and competitiveness of Trinidad and Tobago's products and services;
- Provides a comprehensive evaluation of businesses' quality management system;
- Boosts global recognition and increases competitive advantage for businesses;
- Boosts consumer confidence and trust in goods and services produced;
- Provides industry recognition whereby the NQA can be used as part of the organization's marketing and promotional strategy;
- Being a quality award-winner inevitably positions you as a leader in your area of business/service; and
- Being a quality award-winner supports your business/service in attaining global recognition, thereby increasing your competitive advantage.





# Eligibility Criteria

## General Entry and Evaluation Criteria

1. Have a valid business registration from the Registrar General of the Ministry of the Attorney General and Legal Affairs;
2. Be majority Trinidad and Tobago owned ( $\geq 51\%$ );
3. Valid Tax Compliance from the Trinidad and Tobago Revenue Authority;
4. Valid National Insurance compliance from the National Insurance Board;
5. Approval of completed application; and
6. Willingness to have business assessed.

**All businesses must also possess at least one of the following or have them in place by the close of the application period:**

1. Documented Standard Operating Procedures;
2. Documented Processes;
3. Quality Manual/Policy Manual;
4. Agro-processors - Best Practices Manual or Flowchart or some form of documented evidence to illustrate consistency; and
5. Ability to demonstrate compliance to quality requirements

# Awards Criteria

The criteria for TTBS' NQA are primarily based on the Quality Management Principles of International Organization for Standardization's (ISO's), requirements of the ISO 9001:2015 Standards, Environmental Guidelines, Health and Safety Guidelines.

## **Quality Management Principles**

1. Customer Focus
2. Leadership
3. Engagement of People
4. Process Approach
5. Improvement
6. Evidence Based Decisions
7. Relationship Management



# Frequently Asked Questions



## **Who can apply?**

**A** Companies involved in the manufacturing, services, micro, small and medium business, agriculture and agro processing sectors are eligible to participate.

## **When is the deadline for submitting applications to participate in the NQA Programme?**

**A** Applicants are required to submit completed application packages no later than June 16th 2023.

## **What does it cost to participate in the NQA Programme?**

**A** There is no cost attached or application fees to participate. Once the eligibility criteria are met, applicants can participate.

## **Do I need to be certified or accredited to apply?**

**A** No. There is no requirement for your company to be certified or accredited. Once you can demonstrate that your company is able to satisfy the requirements indicated above, and your organization is eligible to participate, then your application will be welcomed.

## Which companies are excluded from participating in the NQA Programme?

- A** Companies involved in the planning of the NQA and those not meeting the eligibility requirements cannot participate.

## How to apply?

### **A** 1. Paper

Completed application forms along with required documentation can be sent via hard copy in a sealed addressed package with the following information:

*NATIONAL QUALITY AWARDS 2023 APPLICATION FORM  
The Executive Director  
Trinidad and Tobago Bureau of Standards  
1-2 Century Drive, Trincity Industrial Estate, Macoya*

### **A** 2. Electronic

Completed application forms along with required documentation can also be sent via email to: **nqi@ttbs.org.tt** with the subject **"NATIONAL QUALITY AWARDS 2023 APPLICATION FORM."**

Applications can also be submitted via completion of application form and uploading of supporting documents on TTBS' website: **[www.gottbs.com/NQA](http://www.gottbs.com/NQA)**

## Where can I access application forms?

**A** Hard copies of the application form can be obtained from the Trinidad and Tobago Bureau of Standards' Office located at 1-2 Century Drive, Trincity Industrial Estate, Macoya; and

e-Copies of the Application form can be downloaded from TTBS' website at:  
**[www.gottbs.com/NQA](http://www.gottbs.com/NQA)**



*To access application form click here*

## What will happen after I apply?

- A**
- The submitted application package will be evaluated to determine eligibility. Once this process is finished, businesses will be notified that they have gained successful entry into the programme;
  - After being eligible to participate, an onsite assessment exercise will be scheduled and a copy of your company's quality manual/ policy manual or other similar documents will be requested for the assessment;
  - The awardees will be selected by an independent evaluation panel using information generated from the assessment exercise;

- Participants will be notified whether they have been selected as an awardee. Each participant will be provided with a brief assessment report; and
- An award ceremony will be held in the last quarter of 2023, where the winners will be awarded for quality excellence in the manufacturing, agriculture and agro-processing, services and MSMEs.

### **What do winners receive?**

#### **A 1. *Recognition as the first ever recipient of a National Quality Award in the form of a high quality crystal winner's trophy;***

- The NQA trophy will signal to your customers that your business/service conforms to Quality Standards, thereby boosting consumers' confidence in the quality of your goods or services;

#### **A 2. *Promotion by TTBS***

- Photo of the awardee along with a brief company profile will be published in the daily newspapers after the awards ceremony;



- A 2-minute video feature on your company's profile will be published on TTBS' and its strategic partners' websites for 3 months;
- As a winner, you will receive a press release with judges' feedback about why you have won. This can also be used on your organization's website and other marketing and promotional materials at no cost. Additionally, it will also be published on TTBS' and its strategic partner's websites; and
- TTBS will contact you to provide free publicity of your success by contacting local news and media outlets on your behalf. TTBS will share any media coverage with you for your own marketing activity, so that you may communicate your success directly to existing and potential clients, staff and key decision makers.

***All eligible participants will receive:***

1. A certificate of participation
2. A brief report on the findings of the NQA assessment.

**How will my company documents and information be treated?**

**A** All information obtained during the course of the NQA Programme will remain confidential. The assessment report and its findings are only for internal purposes related to the NQA Programme.





## Calendar of Events for NQA 2023 (indicative)

No.	ACTIVITY	TIMELINE
1	Launch	March 15, 2023
2	Applications Open	March 15, 2023
3	Stakeholder Engagements promoting the NQA Programme	March 15, 2023 – June 15, 2023
4	Applications Close	June 16, 2023
5	Review of applications	June - July 2023
6	Set Assessment Schedule	June - July 2023
7	Selection of Assessors	May - June 2023
8	Conduct of Assessments	June - July 2023
9	Evaluation of Assessment Reports	July - August 2023
10	Final Review	September 2023
11	Selection of Winners	September 2023
12	Notification of Winners	October 2023
13	Publication of Results	October 2023
14	National Quality Awards Ceremony	November 2023
15	Promotion of Awardees	October 2023 – Next Programme in 2025





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**For further information:**

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