

A comparison of quality and business excellence programs in the world

[Business](#)



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Summary

This study deals with business excellence and quality awards. These awards are beneficial to recognize performance and forms an essential part of quality or productivity promotional strategies. Analytical perspective is presented in this study that outlines different characteristics of awards. In overall context, awards are almost similar but encompass few differences.

Key learning points

The article deals with two important concepts such as quality management and quality awards. Business excellence and quality awards programs are observed across 76 countries. These programs are organized for specific missions such as best practice sharing, continuous management and quality initiatives, promotion, recognition of top performers, understanding performance excellence requirements, etc. Core values and concepts related to awards keeps on changing with companies. There are certain common core values like social responsibility, leadership, customer, people, management, learning, innovation, etc (Miguel, 2005). Awards have specific categories for individuals and this helps them to remain competitive in long run.

Relevant statements to the session

In sessions there has been discussion on quality management and its significant benefits. Quality management is not only related to enhanced machinery productivity but is also closely knitted with overall organizational productivity. Team members are motivated through award programs and this even helps to upgrade corporate image. The criteria categories indicate dimensions of award programs like customer, information and data, performance and measurement, people, resources, processes, society, results and strategies. Award level is distinct in different geographical regions. European award level has categories such as award winner, finalist, prize winner, etc. On the other hand, Wales's quality award has levels like gold, platinum, bronze and silver.

Critical analysis

The article analyzed the different criteria's for awards across the globe. Process improvement, benchmark and performance excellence are key objectives of award programs. This statement has been well supported by varying criteria's across award programs. Figure 3 clearly indicates that communication and best practice sharing are common objectives or award mission. This proves that there is a common ground for designing award programs. These criteria's are aligned with Malcolm Baldrige National Quality Award. Business excellence depends on certain quality dimensions as described in figure 6. These dimensions are customer, people, leadership, strategies, results and process.

Practical implications

In real business case scenario, quality dimensions can be effectively utilized

to design appropriate award programs. Awards play a key role in providing competitive advantage to companies. These programs serve as a tool to recognize performers and create a benchmark for further increased performance. As per business criteria, award levels can be designed in real world organizations. Awards can also be periodically reviewed so as to incorporate necessary changes within the system. When performance excellence is linked with award programs it tends to contribute towards organizational productivity.

Learning reflections

In this particular study, I have learnt that award programs basically reflect core business value or objective. For instance, award dimensions range from customer, people, and process to leadership, strategies and society. These dimensions clearly portrays mission of an award program. I could relate the theoretical concepts of quality management with real world award schemes. I feel these awards not only serve as a motivational tool but even gives a unique position in the competitive market place.

Reference

Miguel, P. A. C., 2005. A comparison of quality and business excellence programs in the world. *Revista De Ciência & Tecnologia*, 13, pp. 35-46.