

Gold Award Policy

1 Purpose

This Policy outlines the Australian Organisation for Quality – Queensland Inc (AOQ-QLD) requirements for the Gold Award.

2 Gold Awards Committee

A Gold Awards Committee shall be formed by the AOQ-QLD Council to administer the Gold Award process. The Gold Awards Committee shall be independent from the body or bodies (including any individuals) which provide the internal evaluation or audit of the organisation applying for an award.

The Gold Award Committee's responsibilities shall be to:

- identify the management (sub-committee, group or person) which has overall responsibility for all of the following:
 - supervising the administration of the Gold Award process;
 - evaluating the Gold Award nominees; and
 - approving the Gold Award winners.
- ensure that each decision on an award is taken by a person or persons different from those who carried out the evaluation;
- be free from any commercial, financial and other pressures which might influence the results of the awards process;
- have formal rules and structures for the appointment and operation of any sub - committees which are involved in the awards scheme; such sub -committees shall be free from any commercial, financial and other pressure that might influence decisions;
- ensure that activities of related bodies do not affect the confidentiality, objectivity or impartiality of its awards scheme and shall not offer or provide:
 - consulting services to obtain or maintain an award;
 - services to design, implement or maintain management systems
- ensure appropriate records evidencing that the processes have been followed are retained and
- have an acceptable appeals process in place.

If the Gold Awards Committee decides to subcontract work related to its awards scheme (e.g., assessors) to an external body or person, a properly documented agreement covering the arrangements, including confidentiality and conflict of interests, shall be drawn up.

3 Gold Award Adjudication Committee

A Gold Award Adjudication Committee shall be formed by the AOQ-QLD Council. Members of the Adjudication Committee shall be independent of any other role in the Gold Award process. The Gold Award Adjudication Committee responsibilities are to:

- Select the winners of the Gold Award which must be unanimous.
- Recommend the winners to the AOQ-QLD Council for approval.

4 Evaluators

Evaluators shall be appointed based on their competence, training, qualifications and experience and in accordance with the AOQ-QLD criteria.

When selecting the team to be appointed for a specific evaluation, the Gold Awards Committee shall ensure that the skills brought to each assignment are appropriate. The team shall:

- be familiar with the relevant awards scheme procedures and criteria;
- have a thorough knowledge of the relevant evaluation method and evaluation documents;
- have appropriate technical knowledge of the specific activities for which an award is sought and, where relevant, with associated processes and their potential for failure;
- have a general understanding and background knowledge sufficient to know what criteria from the awards scheme are relevant to the applicant, and to make a reliable evaluation of the applicant's ability to comply with those criteria;
- be able to communicate effectively, both in writing and orally, in the required languages;
- be free from any interest that might cause team members to act in other than an impartial or non-discriminatory manner.

Evaluators shall be trained and their performance monitored. Evaluation teams shall be provided with up-to-date evaluation instructions and all relevant information on evaluation arrangements and procedures.

5 Eligibility for Awards

Any organisation, which has an effective Third Party Certified Management System accredited by a body approved by the Federal Government are eligible to compete for a Gold Award in the relevant category.

Organisations with a third party certification accredited by JAS-ANZ are eligible to apply for the Gold Award for Business Excellence.

Organisations with third party certification, including certification issued by industry specific accreditation associations that are recognised by the Australian Government, are eligible to apply for the Gold Award for "Industry" Management Excellence. Organisations also eligible for the Gold Award for Business Excellence, (ie, holders of JAS-ANZ accredited certification), may apply for both awards.

The following awards are available:

The **Gold Award for Business Excellence** recognises and encourages organisations whose leadership qualities and innovation have progressed them beyond ISO 9001 Management Systems and Certification to become leading examples of best practice.

The **Gold Award for Laboratory Management Excellence** recognises accredited laboratories that stand out from their competitors for their exemplary sustainable management activities.

The **Gold Award for Health/Aged Care Management Excellence** recognises accredited health and/or aged care facilities that display excellence in their management activity.

The **Gold Award for Aerospace Management Excellence** recognises the excellent management activities of accredited organisations in the aerospace industry.

The **Gold Award for Export Management Excellence** recognises organisations who export, for their excellent management activities.

The **Gold Award for Sustainable Environmental Management Excellence** recognises organisations who have achieved certified reductions in greenhouse emissions.

The **Gold Award for Sustainable Gardening Management Excellence** recognises gardening businesses that have achieved recognition for real, continually improving and easily understood environmental solutions for gardeners.

The **Gold Award for Software Systems and Engineering Management Excellence** recognises the excellent management activities of organisations in the Software Systems and Engineering industry.

6 Rules for Award Levels

- A minimum of 850 out of 1000 points from the onsite assessment is required to be considered for an Award.
- In each State, each organisation that scores 850 or more points may receive a Gold Award.
- In each State, each organisation that scores 800 to 849 points may receive a Silver Award
- In each State, each organisation that scores 750 to 749 points may receive a Bronze Award.
- The Gold Awardees in each State are automatically entered for the National Awards that are decided from a comparison of the State assessments.
- One National Gold Award may be made in each of the categories.

7 Rules for Hall of Fame

- Organisations winning a State Gold Award in three consecutive years in the same State within the same category and office/branch may be inducted into the Gold Awards State Hall of Fame.
- Hall of Fame winners are not permitted to enter the Gold Awards for three years from the date of induction.
- Organisations winning a National Gold Award in three consecutive years within the same category and for the same office/branch may be inducted into the Gold Awards National Hall of Fame.

8 Appeals, complaints and disputes

All appeals, complaints and disputes regarding the Gold Award shall be lodged in writing to the Gold Award Committee within 1 calendar month of the date of the incident to which the issue relates.

The Gold Award Committee shall address all appeals, complaints and disputes in a constructive and timely manner and shall acknowledge receipt of the complaint in writing within 5 working days.

In the event that the Gold Award Committee's handling of the appeal, complaint or dispute has not resulted in an acceptable resolution of the matter, the Gold Awards Committee shall escalate the issue for resolution to an independent arbitrator who shall provide:

- the opportunity for the appellant to formally present their case;
- an independent element or other means to ensure the impartiality of the appeals process;
- a written statement of the appeal findings to the appellant including the reasons for the decisions reached.

9 Application process

The criteria against which an applicant is evaluated, and the process that an applicant needs to follow, shall be those outlined in the AOQ-QLD public brochure for the Gold Award.

10 Decision on an award

The decision whether or not to issue an award to an applicant shall be taken by the Gold Awards Adjudication Committee based on the information gathered during the awards process and any other relevant information. Those who decide on the award shall not have participated in the evaluation.

The Gold Awards Committee shall not delegate authority for issuing or withdrawing an award to an outside person or body.

11 Use of awards and logos

The Gold Awards Committee shall have documented procedures for the use of its mark and any symbol or logo, and the action it is to take in case of misuse, including false claims about the award and false use of Gold Awards marks, symbols or logos.

12 Confidentiality

Confidential information about a particular applicant shall not be disclosed to a third party without the written consent of the applicant. Where the law requires information to be disclosed to a third party, the applicant shall be informed of the information provided, as permitted by the law.

13 Changes to Awards Program

The Gold Award Committee shall recommend changes to the rules to the AOQ-QLD Council for decision