



National Laboratory Management Award Policy

Purpose

This Policy outlines the Australian Organisation for Quality – Queensland Inc (AOQ-QLD) Council's requirements for the National Laboratory Management Award.

National Laboratory Management Award Committee

A National Laboratory Management Award Committee shall be formed by the AOQ-QLD Council to administer the National Laboratory Management Award process. The National Laboratory Management Award 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 National Laboratory Management 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 National Laboratory Management Award process;
 - evaluating the National Laboratory Management Award nominees; and
 - approving the National Laboratory Management 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 appropriate records evidencing that the processes have been followed are retained;
- have an acceptable appeals process in place;
- 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;

If the National Laboratory Management Award Committee decides to subcontract work related to its awards scheme (eg evaluations) to an external body or person, a properly documented agreement covering the arrangements, including confidentiality and conflict of interests, shall be drawn up.

National Laboratory Management Award Adjudication Committee

A National Laboratory Management 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 National Laboratory Management Award process. The National Laboratory Management Award Adjudication Committee responsibilities are to:

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

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 National Laboratory Management Award 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.

Appeals, complaints and disputes

The National Laboratory Management Award Committee shall define a process that addresses appeals, complaints and disputes. All appeals, complaints and disputes shall be dealt with in a constructive and timely manner. In the event that the appeals, complaints and disputes procedures have not resulted in an acceptable resolution of the matter, the National Laboratory Management Award Committee's procedures shall provide for an escalated appeals process which provides:

- the opportunity for the appellant to formally present its 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.

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 National Laboratory Management Award.

Decision on an award

The decision whether or not to issue an award to an applicant shall be taken by the National Laboratory Management Award Adjudication Committee on the basis of 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 National Laboratory Management Award Committee shall not delegate authority for issuing or withdrawing an award to an outside person or body.

Use of award and logos

The National Laboratory Management Award 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 National Laboratory Management Award Committee marks, symbols or logos.

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.