

progressing business

**Gold Awards for
Business Excellence**

**Using a Wiki for
Document Control**

**Recession-Busting
Customer Service**

The Gold Award for Business Excellence



*John DeMetre and Diane Bowman
in front of the previous year's Awards*



*John DeMetre-Group General Manager and
Diane Bowman, Group Quality Manager Equity Transport
Group hold the Hall of Fame Award with David Vincent,
Chair of Gold Coast Region Group (left) and Mario Pennisi,
CEO AOQ-QLD®*

The Gold Award for Business Excellence has been conducted annually since its inception in 1986 as the Queensland Quality Awards.

Each year companies and authorities vie for the award in a range of categories and are measured against eight criteria for the level of implementation:

- Customer Focus
- Leadership
- Involvement of People
- Process Approach
- System Approach to Management
- Innovation and Continual Improvement
- Factual Approach to Decision Making
- Mutually Beneficial Supplier Relationships

Each of the criteria address critical aspects of management and can be measured against the level of implementation ie Commitment Level/Achievement Level/Excellence Level.

Companies of similar size compete against each other first in their State and then Nationally as follows:

- Micro Organisations – up to 5 employees
- Small Organisations – 6 to 20 employees
- Medium Organisations – 21 to 150 employees
- Large Organisations – 151 to 999 employees
- Very Large Organisations – 1000 to 1999 employees
- Mega Organisations – 2000 and over employees

In 2008 the winners were:

GOLD AWARD FOR BUSINESS EXCELLENCE-QUEENSLAND GOLD

Mega Organisations – For Profit:
Queensland: Maunsell AECOM

GOLD AWARD FOR BUSINESS EXCELLENCE-VICTORIA-GOLD

Large Organisations – For Profit Victoria:
Champion Compressors Pty Ltd

GOLD AWARD FOR BUSINESS EXCELLENCE-NATIONAL GOLD

Mega Organisations – For Profit:
Maunsell AECOM

Large Organisations – For Profit:
Champion Compressors Pty Ltd

2008 HALL OF FAME-NATIONAL

Medium Organisations – For Profit:
Equity Transport Group
(National Gold Awardees in 2005, 2006 and 2007)

The sponsors in 2008 were:

- SCI-Qual International,
- Mercer Management
- Cliftons
- Progressing Business Institute
- World Conference Systems

In 2009, the Awards will be conducted by the Progressing Business Institute for AOQ-QLD®. They have been expanded as follows:

The Gold Award for Business Excellence recognises and encourages organisations whose leadership qualities and innovation have progressed them beyond Management Systems and Certification to 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.

Applications close on 31st August.

WHY WOULD YOU PUT YOURSELF THROUGH THE RIGOURS OF AN ASSESSMENT OF THIS TYPE?

For all applicants benefits include:

- Feedback Reports.
- Improvements not previously identified.
- Team building for the QA staff.
- Good motivational tool to start initiatives which previously may have been blocked.
- In multi-company organisations it can result in healthy competition between the companies.

For Gold and Silver Awardees extra benefits include:

- Great marketing tool.

- Networking opportunity with other winners to maximise marketing activities.
- In multi-company organisations it can result in healthy competition between the companies.

What past winners have said:

“Turnover increased 45% with less than 25% more staff.”

“Overseas contract won because the client understood the difficulties in attaining an award of this nature.”

“Large Corporates respect The Award and puts us in a more competitive position with contract negotiations.”

The organisers have developed a colourful brochure with a simplified application process. This can be downloaded from www.aq.org.au/goldaward.htm.

More information request *GoldAward2009* to progbus@pbinsitute.net

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- **Strata Contestability Analysis** *(is your site eligible to On-Supply Electricity?)*
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- **Energy Conservation Audit Courses in conjunction with AOQ-QLD®**
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info@wattutilities.com.au



Energy Summit 2010

Date February 2010

HOST

Energy Division

THEME

Energise Your Bottom Line

LOCATION

Brisbane

Online registrations

www.aoq.org.au/Energy2010.htm

or telephone +61 7 3816 2255

or email info@aoq.org.au



Continuity Forum PTY LTD

Sharing knowledge, experience and promoting best practice in business continuity and disaster recovery planning



We are an active network of organisations that share an interest in seeing that their business continuity and disaster recovery plans are resilient and continually reviewed.

Our goals:

- Provide a forum for discussion on business continuity and disaster recovery
- Educate and inform members and the business continuity community
- Encourage development and implementation of business continuity plans

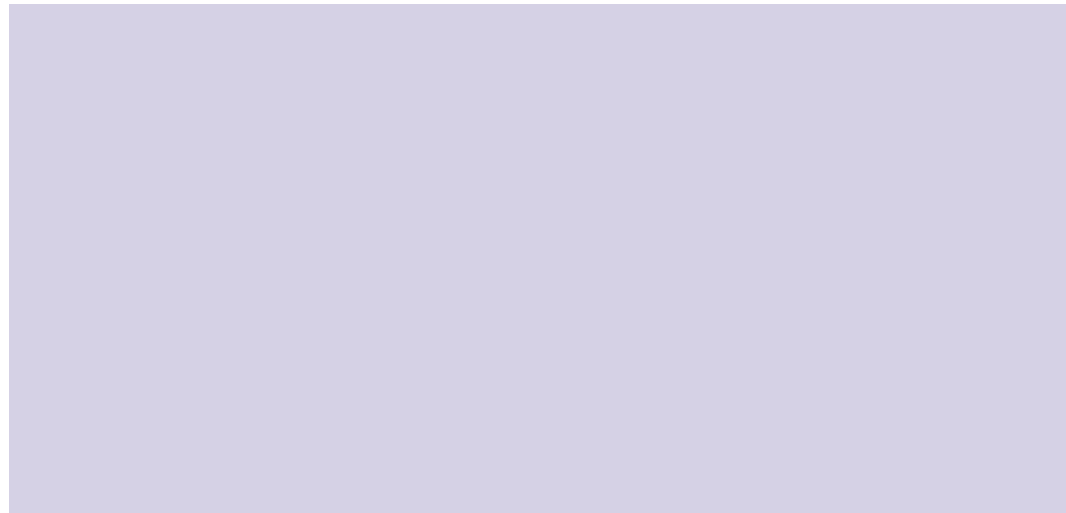
Our members:

A variety of blue-chip companies from:

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Government
Security
Transport
Utilities
IT and Telecommunications
Manufacturing
Retail

Member benefits:

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- Conferences and Training
- Surveys and Benchmarking
- Resources and Member Support



Visit our website www.continuity.net.au for more information or email support@continuity.net.au to be added to our email alert list.