

## Draft Criteria for the Youth Quality Award

**Introduction:** The Youth Quality Award for the Gambia comprises of a Total number of 9 Criteria with a maximum number of 1100 attainable points. The criteria have been derived from the ISO 9001: 2015 Requirements. The criteria correspond to the following clauses of ISO 9001: 2015: 4.1, 4.2, 5.2, 5.3, 7.1.3, 7.1.5, 8.1, 8.4 and 8.5 in the same order.

### **CRITERION 1: Understanding the organization and its context (150 points)**

How does the organization ensure that its strategic planning addresses the following key factors?

- the needs of customers and the market, expectations and opportunities,
- the competitive environment and capacities in relation to competitors,
- enhanced innovations or technological or other changes that may affect products and services
- strengths and weaknesses, including human resources and other resources
- the prospects of redirecting resources to higher-priority products, services or sectors,
- Fiscal, social, ethical, regulatory, and other potential risks
- changes in national or regional economy,
- Factors specific to your organization, including needs, strengths and weaknesses of your partners and suppliers.

How is data and information gathered and analyzed to address these factors in your strategic planning?

How does the management of the organization ensure that it sets objectives leading to improved performance as part of its planning.

How does it communicate to enable staff and interested parties to contribute to achieving these objectives? Since these objectives are reviewed and revised as need be.

Does the leadership of the organization take responsibility for planning? How does the organization manage:

- the planning of its activities (processes) necessary to achieve the objectives and requirements of quality and stakeholder satisfaction in an effective and efficient manner?
- the selection, monitoring and designation of persons responsible for closing the gaps between planned and achieved objectives,
- respect for planning?

### **CRITERION 2: Understanding the needs and expectations of interested parties (100points)**

How does your organization address its responsibilities to the general public?

How does it ensure ethical behavior and good citizenship?

Responsibilities towards customers and the public. How do you address the impacts of your products, services, and activities on society? How do you anticipate public concerns about current and future products, services, and activities?

**Ethical behavior.**

How do you ensure ethical behavior in all transactions and stakeholder interactions?

Does the organization have a code of ethics?

Support for the community. How does your organization actively support, reinforce and contribute to improving relationships with the community?

**CRITERION 3: Policy (150points)**

Are the Organization's Policy and Strategy based on current and future stakeholder needs and expectations?

Do you have a structured and documented approach to capture the current and future needs and expectations of the organization's stakeholders?

Has your organization identified and used all the data needed to revise its policy and strategy?

Does the organization create the conditions for a balanced satisfaction with its own expectations, those of its partners and does it then optimize the efficiency and productivity of win-win types of relationship?

Are policies and strategies based on information from research, learning process and creativity?

Does your organization use customer data and / or other key data to determine its policy and strategy?

Are there methods for verifying that the policy and strategy are consistent with the data and information collected?

Are the policy and strategy developed, reviewed and updated, and do they produce results that confirm management effectiveness and improvement in performance?

Does your organization incorporate in its strategies and plans the allocation of resources needed to improve operational performance?

Is the policy and strategy development process regularly reviewed, converted into action plans and improved?

Is Policy and Strategy being deployed through an orderly set of processes?

Has your organization identified and described the processes necessary for the application of its policy and strategy?

Does your organization have measures and indicators to assess the effectiveness of the implementation of the policy and strategy?

Are the policy and strategy communicated and implemented at all levels of the organization?

Are methods put in place and deployed to communicate strategic plans and customer operational requirements to all partners of your organization?

How does management assess the understanding and appropriateness of the strategy, policy and objectives of the organization and its employees?

#### **CRITERION 4: Roles, responsibilities, authorities within the organization (100 points)**

Is staff involved, are responsibilities delegated to them and do they have the power to act through greater participation in the decision-making processes?

Does each staff have a clear definition of his responsibilities and objectives in order to increase his capacities for actions and innovations, thus giving him a real power of representation?

Do staff have individual and collective objectives in agreement with their hierarchical and functional managers distributed at the level concerned?

Is the capacity for staff initiative, the sense of responsibility and the spirit of innovation developed on a daily basis?

Are staff encouraged to participate constructively in the improvement and problem-solving activities and do they have the resources to carry out their activities?

Is teamwork is encouraged?

Is the effectiveness of actions undertaken recognized and rewarded?

Can staff offer suggestions and suggest improvements in your organization?

Are there methods and indicators for assessing and improving the involvement and effectiveness of staff participation?

Do the staff and management of the organization maintain dialogue? Is there an interactive and effective internal communication with staff?

Does information circulate freely and in a climate of trust between staff, are the information worked upon and followed up by actions?

Does management promote and develop bottom-up, top-down and horizontal communication through active listening?

Are staff representative structures fully playing their roles?

Is the effectiveness of internal communication assessed in employee satisfaction surveys?

#### **CRITERION 5: Infrastructure (100points)**

Is the infrastructure that is necessary for the implementation of processes and the compliance of products and services determined, maintained and kept?

(A) buildings and associated services;

- (B) equipment, including hardware and software
- (C) means of transport;
- (D) information and communication technologies.

**CRITERION 6: Resources for monitoring and measurement (100points)**

What are the needed resources to ensure valid and trustworthy results when a monitoring or measurement is used to verify the conformity of products and services in terms of requirements?

Are the resources provided:

- a) appropriate for the specific type of monitoring and measurement activities implemented;
- b) maintained to ensure their adequacy.

What is the appropriate documented information demonstrating the adequacy of resources for monitoring and measurement?

Calibration, verification of measuring instruments required for your production and services

Do you have measuring and monitoring devices? Which ones?

How do you master them?

How do you ensure that they work properly?

What are the devices for measuring and monitoring your products and services?

What are your methods for calibrating and verifying your monitoring and measurement devices? Do you keep records of these calibrations and checks?

**CRITERION 7: Operational Planning and Control (100points)**

How do you ensure the implementation of the various production activities so as to systematically meet the needs and expectations of the customer?

How do you ensure that your products are compliant at different stages of production? Have you set up a traceability system?

Do you have products or services from your production that continue to belong to your customers- example plans, tools, services?

Do you need any property belonging to the customer in order to make your products? If so how do you (client property) master it?

How do you preserve the product (packaging, handling and delivery)?

**CRITERION 8: Control of External Processes, Products and Services (100points)**

How did your organization identify and evaluate its major suppliers and subcontractors so as to ensure the quality of supplies and services received?

Is the supplier and subcontractor policy defined and formalized?

- ☐ Are key suppliers and subcontractors known and assessed?
- ☐ Have you identified opportunities for partnerships in relation to your Policy and Strategy?
- ☐ Do you optimize your portfolio of partners, suppliers and subcontractors?
- ☐ Do your partnerships generate a spirit of innovation and creativity?

Are your quality requirements defined, agreed and communicated to all suppliers and subcontractors?

- ☐ Do your suppliers and subcontractors know and respect your values?
- ☐ Does your organization, its suppliers and subcontractors accept, together and in partnership, the quality, cost and time requirements?
- ☐ Do your suppliers and subcontractors have appropriate conditions of contract, specifications and regulations?
- ☐ Are there indicators defined, together, with suppliers and subcontractors for measuring the quality of products and services provided?
- ☐ Are the results of evaluation and progress measures communicated to suppliers and subcontractors (whether these results are good or bad)?

Are evaluations and measures in place to improve the performance of suppliers and subcontractors?

- ☐ Are there regular and formalized monitoring of the performance and traceability for each supplier and subcontractor?
- ☐ Is monitoring and formalized management of supplier and subcontractor anomalies done and constantly improved?
- ☐ Are suppliers and subcontractors given feedback on the quality of the services provided?
- ☐ Are feedback and know-how of suppliers and subcontractors taken into account,
- ☐ Are there comparisons with your competitors and benchmarks on their relationships with suppliers,
- ☐ Is there support and mutual development with your suppliers and subcontractors in relation to the organization through partnership agreements?
- ☐ Is there an integrated quality, safety and environmental audits of your suppliers and subcontractors,

Is there an approach to managing and improving supply or the supply chain in order to maximize the efficiency and effectiveness of the organization's value chain?

- ☐ Do you evaluate and manage your procurement needs, including those related to logistics and general services
- ☐ are your stocks optimized (zero stock at minimal level)
- ☐ are your supply chains constantly improved (speed and punctuality in deliveries)

**CRITERION 9: Production and Service Provision (100 points)**

How does the making of products and provision of services by your organization always comply with the needs and expectations of the interested parties throughout the making process in order to guarantee in a lasting way the satisfaction of the customers? (Including after-sales service)

How does your organization evaluate the effectiveness of the process in terms of product identification and traceability including supplier components (if necessary)?

How does your business use and protect the client's property (including intellectual property)? (If necessary and adapted to your organization)

What are the appropriate means for identifying output elements when it is necessary to ensure compliance of products and services?

How do you identify the status of the output elements against the monitoring and measurement requirements throughout production and service delivery?

What is the unique identification of the output elements when traceability is a requirement?

What is the documented information needed for traceability?