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1. Purpose

This introductory note presents the self-assessment questionnaires for the National Quality Award. Its objective is to assist candidate organizations in their preparations for the National Quality Award.

2. Explanation of the self-assessment questionnaires to be completed by the candidates

A self-assessment questionnaire was developed for each of the four levels of the national quality award (Level 1 to Level 4, see the Explanatory Notes and Guide for the organization of the Quality Award),

These self-assessment questionnaires enable candidates to do the following:

- preparing for participation in the Award,
- conduct self-evaluation exercise of the organizations,
- carry out their own internal assessment,
- serve as a preparation for the assessment carried out by assessors as part of the Award.

They enable organizations to:

- Assess their performance,
- Identify their strengths and weaknesses,
- Take the necessary measures to improve their achievement on an ongoing basis in relation to the objectives they have set for themselves.
- They provide an overview of the organization's performance and maturity;
- They can be used as a basis for action planning to improve performance and satisfaction of stakeholders;
- They serve as a basis for comparison with other organizations, to recognize the best, to serve as an example to others.

The multiple questions posed serve as a guide to understanding the sense of the information requested thereby enhancing the understanding of the criteria and evaluation on a common and shared basis.

In all cases, the organization should endeavor to put together the maximum number of documents, films, photos, press articles, minutes of meetings, evidence of achievements, etc. needed for this self-assessment which may be requested during the assessment for the National Quality Award.

The questionnaires of the National Quality Award are mostly based on the ISO 9001: 2015 and ISO 9004: 2009 standards.