

**Northwest Automotive Alliance Business Awards**

**SUPPLIER EXCELLENCE 2014 AWARD**

This award will go to the manufacturing company that, in the opinion of the judges, has made measurable progress towards operating an integrated and collaborative relationship with its customers, both internally across functions and with its own supply chain partners. The judges will look for an integrated supply strategy that includes the whole organisation, from raw materials or component procurement to customer delivery. Judges will pay particular attention to companies that demonstrate innovation and measures to improve business performance and achievement in changing their operation to achieve greater agility, efficiency and customer response.

Entrants will need to be prepared to nominate one customer organisation to be interviewed for feedback on their customer service experience.

Please answer the questions as fully as possible, the word limit is given as guidance, however the judges will not read excessively long applications.

2013 winner is ineligible.

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| **COMPANY NAME** ***(This is the name that will appear on the certificate)*** |  |
| **COMPANY ADDRESS** |  |
| **CONTACT NAME** |  |
| **CONTACT POSITION** |  |
| **CONTACT PHONE NUMBER** |  |
| **CONTACT EMAIL**  |  |
| **NUMBER OF EMPLOYEES** |  |
| **SECTION 1: COMPANY.** Please provide a brief overview of your company, including its products and services.*Word limit: 100 words*  |
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| **SECTION 2: CUSTOMER COLLABORATION PROGRAMME OVERVIEW***Please provide an overview of the improvement programme/project in place to integrate your customers into the planning of your organisation? How has the organisation gathered customer requirements to ensure real-time input into capacity & production planning? How is feedback collected and followed up? If relevant please provide details of any grants linked into developing the process e.g. RGF, AMSCI etc?**Word limit: 600 words* |
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| **SECTION 3: SUPPLIER INTERFACE***How is the organisation engaging its suppliers to support them to understand their impact on the final customer service experience? What methods are used to build their knowledge of customer requirements and provide them with timely information?**Word limit: 300 words* |
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| **SECTION 4: ENTIRE WORK ORGANISATION** *What approaches and methods are being used engage the entire organisation in the customer service improvement programme? What training and development is provided? How is the customer service performance communicated within the entire team?**Word limit: 500 words* |
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| **SECTION 5: CURRENT STATUS & FUTURE PLANS***What has been achieved to-date and what are the next steps? What are the longer term plans?**Word limit: 500 words* |
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| **SECTION 6: CUSTOMER FEEDBACK NOMINATION***Part of the judging process will include obtaining feedback from a direct customer.**Please provide information of the customer including contact name, position, address and contact details.* |
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**CLOSING DATE:**

The closing date for all entries is 31st July 2014. Completed forms should be submitted to Amanda Holmes via email a.holmes@nwautoalliance.com

**CONDITIONS OF ENTRY:**

* All entries must be submitted on the application form in electronic format
* All entries must represent activities within the last 12 months
* The closing date for receipt of completed applications is 31st July 2014.
* Applicants must address the criteria established for each category, against which the judges will make their decisions
* Award is open to both paid NAA members and Business Excellence Members
* The judge’s decision is final
* You are prepared to provide pictures of your company or project to support the application, which will be used at the Awards Ceremony and in future publicity linked to the Awards.
* A summary of your application will be prepared for use in the Dinner Brochure, this will be developed in conjunction with you and you will have final approval on the content. Photography & logos are also required at this stage. The completion date for this is 30th September 2014.

**JUDGING:**

* NAA will appoint a panel of judges from sponsors and experts in the individual categories
* The judges will shortlist a minimum of 3 finalists in each category and the winners will be announced at the Awards ceremony on 6th November 2014.
* As part of the judging process for SUPPLIER EXCELLENCE, a representative for NAA and SMMT Industry Forum will conduct a site visit to both the applicant and their nominated customer to conduct an objective observation survey and feedback survey.
* The feedback on site visit and survey will be through questionnaire which will then be used to provide collaborative feedback to the applicant.
* Applicants may be contacted for further information or matters of clarification.

If you have any queries relating to any aspects of the competition, please contact Amanda Holmes on 07815 284 360.