



## Benefits to award winners

- Self-assessments
- National role model
- Proven innovation and improvement framework
- Focus on innovation, quality and excellence
- Value added, cost effective business assessment and feed back
- Continuous improvement and learning
- Increased customer satisfaction and engagement
- Become eligible to apply for the ASEAN or other regional quality awards programs.

## Benefits to applicants

- All applicants will receive a feedback report containing their strength and areas for improvement that had been noted during the evaluation process.
- The effort teaches the organization what they need to know to create a culture of performance excellence.
- Have the opportunity to listen and bench mark the winners.



## Cambodia Chamber of Commerce (CCC)

CCC conducts and manages the CQA program independent, impartiality and confidentiality assured manner. This is an annual Award. More details can be obtained from CCC on CQA.



Cambodia Chamber of Commerce  
7D, Street 110 (Russian Blvd.)  
Phnom Penh, Cambodia  
tel:855-23 884 548  
[www.ccc.org.kh](http://www.ccc.org.kh)



## CAMBODIA QUALITY AWARD

National Award for Business Excellence in Cambodia



UNITED NATIONS  
INDUSTRIAL DEVELOPMENT ORGANIZATION



## CAMBODIA QUALITY AWARD

### National Award for Business Excellence to recognize organizations in Cambodia

The framework, criteria for business excellence of Cambodia Quality Award, is a management tool which helps to improve the current operations and achieve long term sustainability. The businesses will achieve better Financial Results, Satisfied Loyal Customers, Improved Products and Services and an Engaged work Force.

Cambodia Quality Award Criteria as a framework for ongoing planning and self-assessment will mean that you are prepared for unexpected challenges. The organization will have focus on Results and Systematic Processes in place that are effective, fully deployed, and agile, regularly evaluated for improvement, responsive for customers and stakeholder needs and integrated into operational areas.

## Criteria for Business Excellence

### LEADERSHIP

How Organization's leadership set Vision and Values and deploy them to workforce, key suppliers, customers and other stake holders.

### STRATEGIC PLANNING

How your organization develops strategic objectives and action plans, as well as how you implement, change and measure progress on those objectives and plans.

### CUSTOMER FOCUS

How your organization engages customers to attain long-term success in the market place and meeting customer expectations.

### MANAGEMENT

Measurement, analysis and knowledge management. How you select, gather, analyze, manage and improve your organization's data, information, and knowledge assets.

### WORKFORCE FOCUS

How your organization assess capabilities and staffing levels you need in your workforce and builds an environment that will lead to high performance by your workforce.

### OPERATIONS FOCUS

How your organization designs, manages and improves its work systems and work processes to deliver customer value and achieve organizational success and sustainability.

### RESULTS

Examines the performance and improvements in all key areas- product and process outcomes, customer focused outcomes, workforce focused outcomes, leadership and governance outcomes and financial and market outcomes.



## EVALUATION OF AWARDS

Evaluation for awards is conducted by a team of experts in quality and business in Cambodia. All examiners are trained for CQA criteria. The examiners are open minded, observant, unbiased, ethical and decision makers.

## ELIGIBILITY FOR APPLICATION

Duly established business organization in manufacturing or service with 03 years in operation is encouraged to apply for the CQA.

The recipient of CQA is not eligible to apply for the award for the next 03 years.

Application form for the CQA contains instruction and eligibility information. It could be obtained from CQA Office at CCC.