



Confederation of Indian Industry



**CII-EXIM BANK AWARD
FOR
BUSINESS EXCELLENCE
2012**

AWARD APPLICATION BROCHURE

The Confederation of Indian Industry (CII) works to create and sustain an environment conducive to the growth of industry in India, partnering industry and government alike through advisory and consultative processes.

CII is a non-government, not-for-profit, industry led and industry managed Organisation, playing a proactive role in India's development process. Founded over 117 years ago, it is India's premier business association, with a direct membership of over 7000 Organisations from the private as well as public sectors, including SMEs and MNCs, and an indirect membership of over 90,000 companies from around 250 national and regional sectoral associations.

CII catalyses change by working closely with government on policy issues, enhancing competitiveness and expanding business opportunities for industry through a range of specialised services and global linkages.

While 'competitiveness' is a comparative concept of the ability and performance of a firm, industry sector or country to sell and supply goods / services in a given market, 'excellence' refers to the outstanding practices in managing the Organisation and achieving results based on fundamental concepts. Truly excellent Organisations are measured by their ability to achieve and sustain outstanding results for their stakeholders.

To achieve outstanding results is hard enough – to sustain them in a world of increasing global competition, rapid technological innovation, ever changing working processes and frequent movement in the economic, social and customer environments is even harder. Some of the more important manifestations of these worldwide phenomena are being increasingly experienced in the form of the need for Creativity and Innovation, Sustainability, Inclusiveness, Corporate Governance, Organisational Agility etc.

CII and the Export Import Bank of India have joined together, in 1994, for promoting excellence among Indian Industry through the CII-EXIM Bank Award for Business Excellence. The Award is based on the internationally recognized EFQM Excellence Model. This document, "Award Application Brochure", has been developed by CII to provide information to all concerned stakeholders on the details of the CII-EXIM Bank Award for Business Excellence.

Participating in the Award programme will benefit Organisations in many ways, including,

- Providing an external perspective on the current status on the Organisation's performance and practices,
- Giving insight into Organisational performance, beyond financial performance
- Measuring progress on the journey of excellence, and,
- Helping compare with best-in-class Organisations

Information on the EFQM Excellence Model is made available to the different stakeholders through another document "Excellence Model Brochure".

CII believes that Organisations which will use the Excellence Model for internal improvements, and the CII-EXIM Bank Award programme for external validation, will truly be enabled in refining and improving their practices and performance, for achieving higher levels of excellence.

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ABOUT THE TROPHY Coveted.

The trophy was designed for three specific facets of all that Excellence, in an Organisation, stands for.

The three columns represent the Organisation's people, processes and performance.

The orb or globe at the apex represents the synergy of an Organisation wherein all the elements are harmoniously integrated at its pinnacle.

The columns are polished, reflecting continuous effort the best mantra for excellence and competitiveness, resulting in an agile Organisation. The gold sheen is representative of nobility.

The polished granite base upon which everything rests symbolises the unflinching commitment of the leadership.

The trophy was specifically designed by National Institute of Design, Ahmedabad.



Aspired for.



We, at Tata Steel believe that “Pursuit of Excellence” is an imperative for achieving long-term sustainability and delivering value to all stakeholders. Challenging the CII-EXIM Bank Award for Business Excellence enabled us to obtain a comprehensive external perspective on our business practices and performance and also an opportunity to compare ourselves with World-Class Organisations.

I strongly recommend that all the Organisations aiming to deliver sustainable and superior levels of performance, to whole heartedly adopt the Fundamental Concepts of Excellence and challenge the CII EXIM Bank Award for Business Excellence to understand the maturity of their business practices and performance.

B Muthuraman

President, CII &

Vice-Chairman, Tata Steel

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ABOUT THE AWARD

CII-EXIM Bank Award for Business Excellence

The Excellence Model is based on universally accepted standards and practices that are found in the European Quality Award, the US Malcolm Baldrige National Quality Award, Japan Quality Award and Australian Quality Award. The CII-EXIM Bank Award for Business Excellence encourages Organisations to strengthen their management systems, practices and capabilities to enhance and sustain their competitiveness to become World-Class Organisations. The Award is administered by CII.

Confederation of Indian Industry

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Export Import Bank of India

Export-Import (EXIM) Bank of India is an apex financial institution set up in the year 1982 for financing, promoting and facilitating India's international trade. It has been playing a pioneering role in motivating Indian companies, to obtain international quality certification like ISO 9000, ISO 14000, CE/GS. In continuation of these efforts, it joined hands with CII to promote the Application of Excellence Model in India to enhance its global competitiveness.

Global Excellence Model Network

CII is a member of the network of Global Excellence Model (GEM) Organisations that include administrators of the US Malcolm Baldrige National Quality Award, the European Quality Award, the Australian Business Excellence Award, the Japan Quality Award, the South African Excellence Award and the SPRING, Singapore. This affiliation ensures that CII-EXIM Bank Business Excellence Framework reflects the world's best validated management principles and practices.

The CII-EXIM Bank Award for Business Excellence was established jointly by Confederation of Indian Industry (CII) and Export-Import (EXIM) Bank of India in 1994 to enhance the competitiveness of India Inc.

CII-EXIM BANK AWARD

Frequently Asked Questions

What is the CII-EXIM Bank Award for Business Excellence?

CII-EXIM Bank Award for Business Excellence, instituted jointly by the Confederation of Indian Industry and Export Import Bank of India in the year 1994, is the most prestigious Award in India for Excellence that an Indian company can aspire for.

The Award is based on a comprehensive model focusing on the Organisation's practices and performance under nine different criteria, which are further divided into thirty-two parts. It is not given for specific products or services. To be an Award winner, a company must demonstrate excellence in results with respect to its various stakeholders (customers, employees, society and share holders) through excellence in processes and people.

Why was the Award established?

The Award was established to promote the awareness of Excellence as an increasingly important element in competitiveness. Not only does it recognise excellent businesses, but also increases the understanding of the elements critical for Excellence. To accomplish this, the Award promotes information sharing of successful performance strategies and the benefits derived from pursuing these strategies.

How do Organisations apply?

The first step is to submit a brief form to establish that the Organisation is eligible to apply for the Award. Once eligibility has been determined, the second step consists of preparing and completing an Application Form and Position Report. The Position Report should summarise the Organisation's Practices and Results in response to the Award Criteria for Excellence.

What does an Organisation receive in return?

Each Applicant gains an outside perspective on its business based on around 1,000 hours of review by a team of business experts. The results of this review are distilled in a detailed feedback report (about 40 pages), outlining strengths and opportunities for improvement based on the Award Criteria. Organisations as part of their strategic planning processes to focus on their customers and to improve productivity, as well as to help energise and guide their Organisational improvement programmes often use Feedback Reports. The Award Winning Organisations can use the logos of the CII-EXIM Bank Award in corporate literature, which clearly establishes the winners as members of the most successful group of Organisations in India.

What is expected of Award Recipients?

Award Recipients are required to share information on their successful performance and quality strategies with other Indian Organisations. Recipients are not required to share proprietary information, even if such information was part of the Award Application. The principal mechanism for sharing information is the National Quality Summit, an annual flagship event and a series of 'Winners' Conferences' held in the major metros of the country.

In addition, the Award/Prize Recipients are required to make 'Soft Copy' of the Position Report available to CII before 31 January of the succeeding year (suitably editing proprietary information, if any) for sharing among the interested Organisations.

ELIGIBILITY CRITERIA

All Organisations operating in India and Overseas Units of Indian Organisations are eligible to apply for the Award. The Applicant must have been actively in business at least for the past three years.

The following types of Organisations are eligible to participate:

- Large Business Organisations
- Operating Units of Large Business Organisations
- Small and Medium Business Organisations*

Large Business Organisations

Whole Organisations or part of Organisations run as Business Units satisfying all the following characteristics:

Annual Sales / Revenue is more than Rupees One Hundred Crore

Run as an Independent Profit Centre with a full set of Accounts (Publicly Published Balance Sheet)

More than 50% of Turnover is external to itself and the Parent Organisations, where one exist

The Unit has a broad range of support functions/policies, which it has autonomy over (e.g., HR, Finance, IT etc.)

In addition, the Unit may demonstrate its independence by using a name/brand unique to that of the Parent Organisation

Operating Units of Large Business Organisations

Operating Units are part of a Parent Organisation, with the following characteristics:

Annual Sales / Revenue should be a minimum of Rupees Fifty Crore or a minimum of 25% of the Annual Sales / Revenue of the Parent Organisation

The Unit is dependent on the Parent Organisation in some areas (e.g., HR, Finance, IT etc.)

Is self sufficient enough to be assessed on all nine criteria

Small and Medium Business Organisations*

Whole Organisations with Annual Sales / Revenue less than Rupees One Hundred Crore

Notes

1. Any Organisations operating in India and its Overseas Units may apply for the Award.
2. Award Recipients are not eligible to re-apply for the Award for a period of Three years. However, the Award recipients can apply for the Assessment and feedback any year, but will not be eligible to receive the Award for that year. Its Application will proceed through the stages of the Award Assessment Process, but the Applicant will receive only a feedback report, outlining its Strengths & Opportunities for Improvement based on the Criteria for Performance Excellence.
3. The Organisation should be in existence on or before 01 April 2009.
4. Number of Operating Units / SBUs of a Large Business Organisation eligible for participation in the Award Programme is a maximum of 10 (Ten).
5. Refer pages 13, 14 & 15 of the Award Application Brochure for the Award Assessment Process and Levels of Recognition.
6. It is expected that a minimum of Two Senior Management Personnel of the Organisation should have undergone the 'Three day Workshop on Assessment for Business Excellence for Large Business Organisations / Operating Units' prior to submission of the Position Report.
7. *For all information relevant to Small & Medium Business Organisations, please refer 'Award & Model Brochure for Small & Medium Businesses - 2012'.

Time Table for the Year 2012

30 April 2012

Final Date for Receipt of Application Form by CII Award Secretariate.

15 June 2012

Final Date for Receipt of the Position Report by CII Award Secretariate.

15 July - 10 October 2012

Onsite Assessment, where applicable.

The Announcement of Results will be made at the National Quality Summit during 2-3 November 2012.
(Two Senior Officials from all Applicant Organisations are eligible to attend the National Quality Summit, as Special Invitees).

HOW TO APPLY FOR THE AWARD

1. Time Table for the year 2012

30 April 2012

Final Date for Receipt of Application Form by CII Award Secretariate.

15 June 2012

Final Date for Receipt of the Position Report by CII Award Secretariate.

15 July - 10 October 2012

Onsite Assessment, where applicable.

2. Application Form

Check the eligibility and appropriate category before filling the Application Form (Refer page 6). The Application Form is to be found on pages 17 and 18 of this Brochure. **The Position Report is to be formatted in line with the 32 sub criteria of the Excellence Model 2010.** The Application Form should be completed and forwarded to CII to arrive by the date shown in the Time Table (Note: Also a second copy of the Application Form is required as a part of the Position Report - see below).

3. Position Report

3.1 Position Report should be:

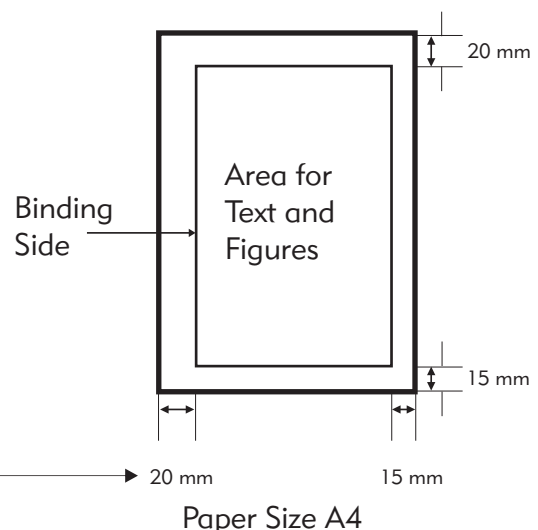
- in type-script
- in English
- text in 11 point Arial Font and figures in 9 point Arial Narrow.
- numbered pages loosely-bound (**spiral bound**) (for ease of processing)
- no more than 75 pages (sides) of A4 in total length (**one side printing only**).

Note the 75 pages will include:

- Table of Contents (section 3.3c)
- Organisational Profile (section 3.3d)
- Support Material (section 3.3e)
- Glossary of Terms (section 3.3f)

Further, any pages in excess of 75 submitted will not be taken into account in assessing the Application.

Please leave the minimum margin on each page as per the details—



HOW TO APPLY FOR THE AWARD

3.2 Nine (9) identical copies of the Position Report.

3.3 The Position Report should be divided into the following sections:

a. Title Page

The name of the Organisation or Business entity making the Application, its address and the Date of the Application.

b. Application Form

Please include a completed copy of the Application Form and have the Highest-Ranking Official of the Organisation sign it. The signature indicates that all the information contained in the Application is correct, that fee will be paid, and that all requirements of the submission and the eligibility rules have been met.

The Application Form is to be found on pages 17 and 18 of this Brochure.

c. Table of Contents

Please give the Table of Contents with page number.

d. Organisational Profile

The Organisational Profile is a summary of upto four pages of information about the Applicant and its Business, and should address the following key areas:

Organisational Environment

What is the legal status of the Organisation?
(Private Ltd., Public Ltd., Proprietary, NGO etc.)

What is the Investors' Profile?
(Numbers, % holding / interest etc., as applicable)

What are Organisation's main Products and Services?

What is the delivery mechanism used to provide the Products and Services to the Customers?

What are the stated Purpose, Vision, Mission, and Values?

What is the Employee Profile? What are their educational levels? What are the Organisation's work force and job diversity, organised bargaining units, use of contract employees and special health & safety requirements?

What are the major technologies, equipments, other assets and infrastructural facilities?

What is the regulatory environment under which the Organisation operates? What are the applicable occupational health and safety regulations; accreditation, certification, or registration requirement; and environmental, financial and product regulations?

Organisational Relationships

What is the Organisational Structure and Governance System? What are the reporting relationships among Board of Directors, Senior Leaders, and the Parent Organisation, as appropriate?

What are the key customer, groups and market segments, as appropriate? What are their key requirements and expectations for the Products and Services? What are the differences in these requirements and expectations between customer and stakeholders groups and market segments?

What role do Suppliers, Partners and Distributors play in value creation processes? What are the most important types of Suppliers and Distributors? What are the most important supply chain requirements?

What are the key Suppliers and Customer partnering relationships and communication mechanisms?

Notes

Product and Service Delivery mechanisms to your customers might be direct or through Dealers, Distributors, Collaborators, or Channel Partners.

Market segments might be based on Product or Service lines or features, geography, distribution channels, business volume, or other factors that are important to your Organisation to define related market characteristics.

Customer and Stakeholders group and market segment requirements might include on-time delivery, low defect levels, ongoing price reductions, electronic communication, rapid response and after sales service.

Customers are the users and potential users of your products, programs and services.

HOW TO APPLY FOR THE AWARD

Competitive Environment

What is the Competitive Position? What is the Applicant's relative size and growth in the industry or markets served? What are the types of Key Collaborators and Competitors for the Organisation?

What are the Principal Factors that determine the Applicant's success relative to its Competitors?

What are any key changes taking place that effect the competitive situation of the Applicant?

What are the key available sources of comparative and competitive data from within the industry? What are the key available sources of comparative data for analogous processes outside the industry? What limitations, if any, are there to obtain these data?

Strategic Challenges

What are the key strategic challenges in relation to business, operation and human resources?

What are the factors critical for the success of the Organisation's strategies?

What are the currently identified key threats and opportunities?

What are the key expectations of the society and their likely impact on the Organisation?

Performance Improvement System

What is the overall approach the Applicant uses to maintain an Organisational focus on performance improvement and to guide systematic evaluation and improvement of key processes?

What is the overall approach to Organisational learning and sharing the knowledge assets within the Organisation?

Notes

Principal factors might include differentiations such as price leadership, design services, e-services, geographic proximity, accessibility, warranty and product options.

Strategic Challenges might include rapid technological change, disruptive technologies that rapidly revolutionize or make obsolete existing processes or products, reduced cycle times for product or service introduction, industry volatility,

declining market share, the changing marketplace, mergers and acquisitions, global marketing and competition, customer retention, changing or emerging customer or regulatory requirements, employee retention, an ageing workforce, competition from new non-profit or for-profit Organisations and value chain integration.

Performance improvement is an assessment dimension used in the Scoring System to evaluate the maturity of Organisational approaches and deployment.

Overall approaches to process improvement might include implementing a Lean Enterprise System, applying Six Sigma methodology, using ISO 9000:2000 standards or employing other process improvement tools.

The term "Industry" is used throughout the Criteria to refer to the sector in which you operate.

e. Support Material

Support material comprises the vast majority of the application and will generally have been derived from self-assessment of the Organisation's activities.

This information must be closely aligned with the 32 Award Assessment Sub-Criteria. The Criteria are carefully and deliberately phrased in non-prescriptive terms, to allow the Organisation the freedom to present self-assessment information which is relevant to its business situation. Give appropriate cross-references to demonstrate linkages amongst criteria.

Our experience shows that Organisations need to give special attention to data collection, compilation and presentation of key information in their Position Report.

f. Glossary of Terms

Please give the description of all terms and abbreviations used in the Position Report.

3.4 Award Assessment Process is described on page 13 & 14

HOW TO APPLY FOR THE AWARD

4. Sending the Application

- 4.1 Nine (9) completed Position Reports should be sent to the CII Secretariate (see Application Form at the end of this Brochure).
- 4.2 Applications not complying with the Dates shown in the Time Table will not be considered.
- 4.3 Applications not complying with any of the requirements above will be rejected.

5. Non-Disclosure and Confidentiality

Names of Applicants, comments and scoring information developed during the review of Applications are regarded as proprietary by CII and are kept confidential. Such information is available only to those individuals directly involved in the assessment and administrative process. CII will not release information on successful strategies of Award Recipients and other Applicants without the written approval of the Applicant.

All Assessors are bound by a Code of Conduct. Assessors are required to keep the information gained through the Assessment Process as confidential and not share it with others except other Assessors of their team and Award Secretariate, without the written approval of the Applicant.

CII will take all reasonable action to ensure that Applications and information therein are treated in strict confidence. However, in no way can CII be held responsible for any loss of confidentiality to a third party. Moreover, CII cannot be held liable for any damage (to goods, or persons, financial or consequential losses) incurred through the breach of confidentiality or otherwise.

HOW TO APPLY FOR THE AWARD

6. Fee and Costs

1. The fee for participating in the Award Programme is payable in two instalments – the Application Fee and the Onsite Assessment Fee. See “Fee Structure” below.

2a. The Application Fee is payable along with the Application Form.

2b. The Onsite Assessment Fee is payable, by the Applicants who qualify for the Onsite Assessment.

3. Actual expenditure on Travel, Boarding and Lodging, and other Incidental Expenses, incurred by the Assessors, in connection with the Onsite Assessment, is also to be borne by the Applicant.

4. Overseas travel to the Assessors will be by Air in Business Class.

5. Overseas Units of Indian Organisations need to make all payments in US\$.

6. Fee payable as per the Annual Sales / Revenue of the Applicant @ Rs 45/US\$, as conversion.

7. Any Government taxes and levies, will be charged, additionally at actuals, as is prevalent and applicable.

8. All payments are to be made through crossed, at par, cheque or demand draft, favouring “CII Institute of Quality” and payable at Bangalore .

9. All payments are Non-refundable and Non-adjustable.

Fee Structure

Annual Sales / Revenue(Rs)	Application Fee		Onsite Assessment Fee	
	Domestic Applicants (Rs)	Overseas Applicants (US\$)	Domestic Applicants (Rs)	Overseas Applicants (US\$)
Below 250 Cr.	175000 plus service tax	3800	200000 plus Service Tax	4500
250-499 Cr.	275000 plus Service Tax	6000	290000 plus Service Tax	6500
500-999 Cr.	350000 plus Service Tax	7700	400000 plus Service Tax	9000
1000-2499 Cr.	375000 plus Service Tax	8300	440000 plus Service Tax	9800
2500-4999 Cr.	400000 plus Service Tax	9000	460000 plus Service Tax	10200
5000-9999 Cr.	425000 plus Service Tax	9500	470000 plus Service Tax	10500
10000 Cr. & Above	450000 plus Service Tax	10000	480000 plus Service Tax	10700

HOW THE ORGANISATION IS ASSESSED

A team of Assessors, all of whom have undergone training, to ensure a high level of consistency in scoring, will examine the Position Report.

Assessors are drawn from the ranks of experienced practicing managers from Indian Organisations .

The Position Report will be assessed and scored on a scale of 0 - 1000 points, **using the Excellence Model, based on the EFQM Excellence Model 2010**. (This document can be obtained from CII)

Essentially the Model requires that:

Excellent Organisations achieve and sustain superior levels of performance that meet or exceed the expectations of all their stakeholders.

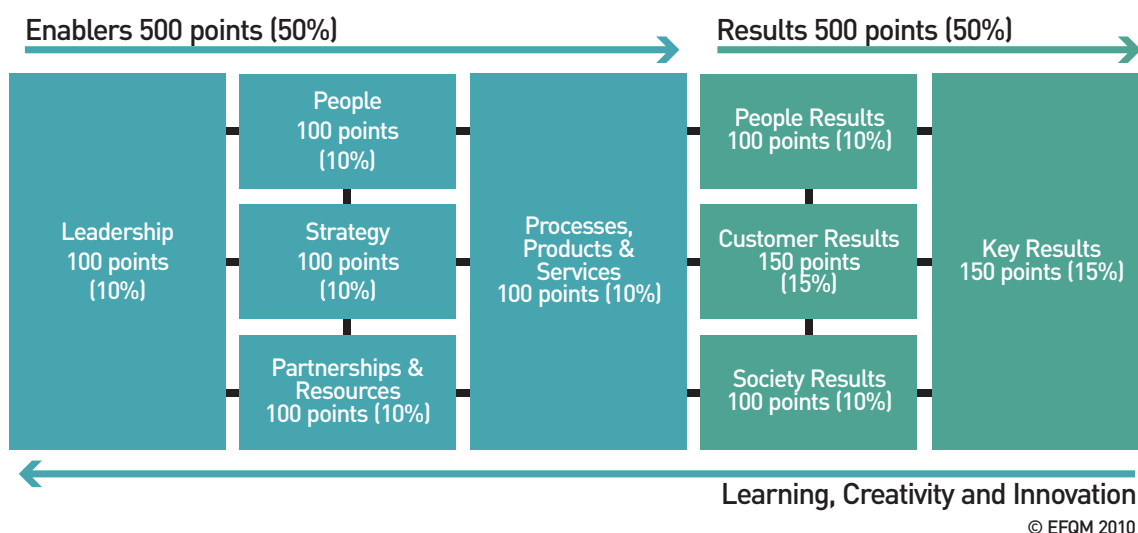
The nine boxes in the model correspond to the Criteria, which are used to assess an Organisation's progress towards Excellence. For convenience, we use Results and Enablers to group criteria.

The Results Criteria are concerned with what the Organisation has achieved and is achieving.

The Enablers Criteria are concerned with how results are being achieved.

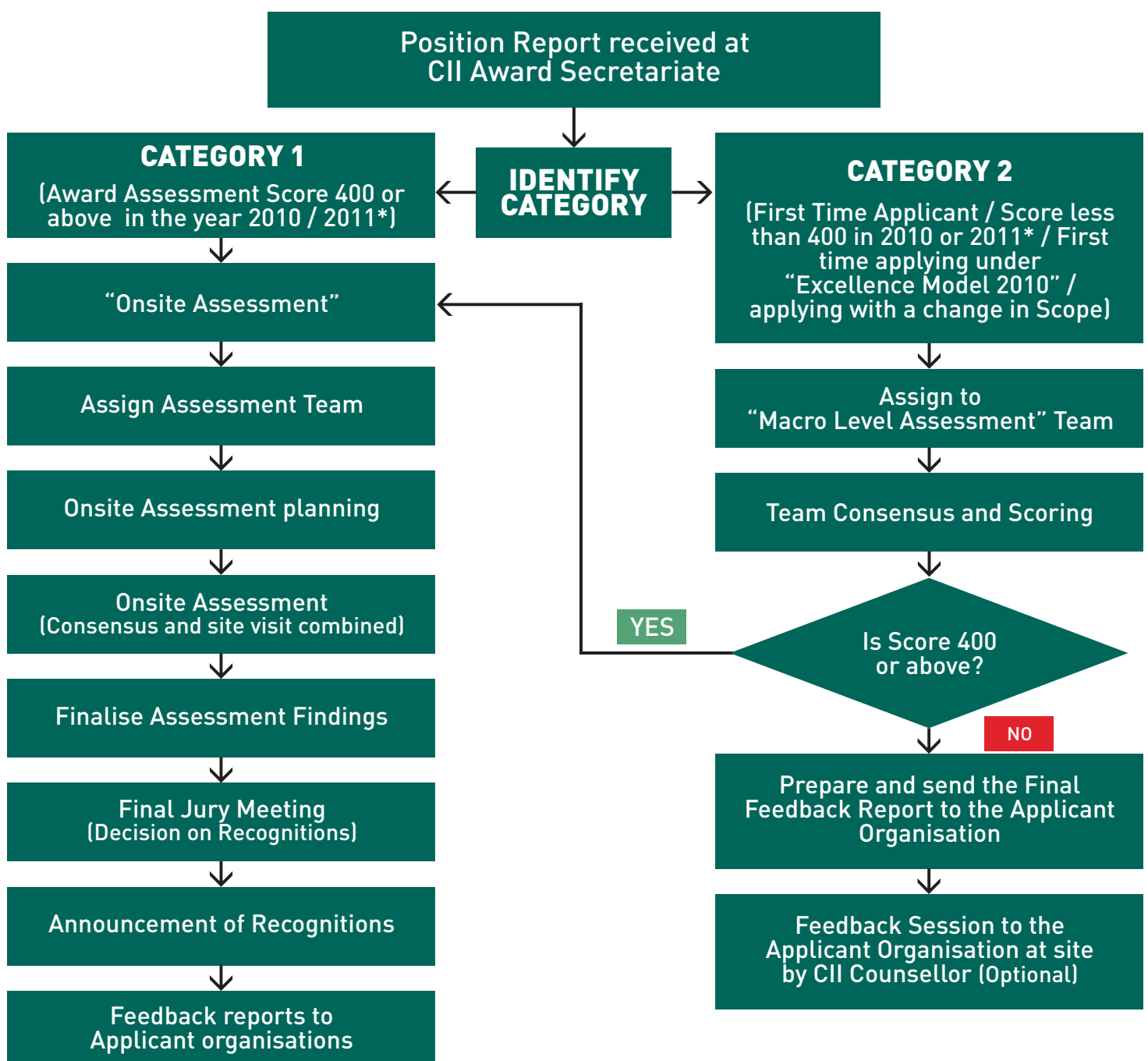
For the purpose of meaningful Assessment for the Award, a relative value must be ascribed to the nine criteria within the model. The figures in the model show the maximum number of points that may be given to each of the criterion and the equivalent percentages.

Enablers and Results are valued at 500 points each.



AWARD ASSESSMENT PROCESS

The Award Assessment process is shown below



* Latest Score will be considered

AWARD ASSESSMENT PROCESS



* Latest Score will be considered

RECOGNITIONS

1. Levels of Recognition For Excellence

There are **four levels of recognition**, starting from the commendation certificate for strong commitment and going up to the Award. These levels signify the various milestones, which the Organisations can aim for as they progress on their journey towards Excellence. Therefore, Organisations at different levels of competitiveness can benefit from participating in the Award Process.

The Award Criteria used for assessing is based on the EFQM Excellence Model, and hence provides a mechanism to benchmark against world-class Organisations, which are using TQM to drive Excellence.

CII-EXIM Bank Award for Business Excellence is presented to Organisations judged to be 'Role Models'.

Prizes are awarded to Organisations that demonstrate Excellence in the management of Quality as their fundamental process for continuous improvement – the leaders in their respective category.

Organisations are commended which have made good progress on their journey towards Excellence, but fall short of the level set for Prize Winners. There are Two Levels of Commendations:

Significant Achievement on the journey towards Excellence.

Strong Commitment to Excel on the journey towards Excellence. (This level is lower than the Significant Achievement Level).

Apart from getting an opportunity for peer recognition, each Organisation gets an external perspective on their practices and performance. A team of trained assessors with diverse and extensive experience assesses each Applicant Organisation. The assessors spend around 1000 man-hours to identify strengths and opportunities for improvement. A detailed feedback report is sent to all the Applicant Organisations that gives an objective and comprehensive assessment of the current status of the Organisation and forms a sound basis for developing Organisation-wide consensus on strategy for reaching higher levels of competitiveness.



WINNERS 2011

CII - EXIM Bank Award for Business Excellence 2011

RECOGNITION RECIPIENTS

Significant Achievement for Large Business Organisations Operating Units

- Bangalore Unit, Bharat Electronics Limited
- Bhilai Steel Plant, Steel Authority of India Limited
- Electronics Division, Bharat Heavy Electricals Limited
- Bosch Limited, Diesel Systems business - Nashik
- Coromandel International Limited
- Godrej Interio Division, Godrej & Boyce Mfg Co Limited
- Godrej Locks Division, Godrej & Boyce Mfg Co Limited
- Heavy Power Equipment Plant, Bharat Heavy Electricals Limited
- JCB India Limited
- JSW Steel Limited
- Power Sector Eastern Region, Bharat Heavy Electricals Limited
- Triveni Turbine Limited

Significant Achievement for Small and Medium Businesses

- Moonlight Engineering Co.
- PSG Institute of Management

Strong Commitment to Excel for Small and Medium Businesses

- Humming Bird Corporate Travel and Stay Private Limited
- Satish Injecto-Plast Pvt Limited
- Shreekrupa Enterprises
- Wendt (India) Limited

Strong Commitment to Excel for Large Business Organisations / Operating Units

- AUDCO India Limited
- B M Birla Heart Research Centre
- Bhagirathi Neotia Women and Child Care Centre
- Bharat Electronics Limited, Kotdwara
- Bharat Electronics Limited, Panchkula
- Bharat Electronics Limited, Chennai
- Bharat Electronics Limited, Ghaziabad
- Boiler Auxiliaries Plant, Bharat Heavy Electricals Limited
- Bharat Petroleum Corporation Limited
- Brigade Group
- Durgapur Steel Plant, Steel Authority of India Limited
- Fenner (India) Limited
- Fortis Hospital Mohali
- Godrej Appliances Division, Godrej & Boyce Mfg Co Limited
- Godrej Construction Division, Godrej & Boyce Mfg Co Limited
- Godrej Electricals & Electronics, Godrej & Boyce Mfg Co Limited
- Godrej Lawkim Motors Group, Godrej & Boyce Mfg Co Limited
- Godrej Material Handling Division, Godrej & Boyce Mfg Co Limited
- Godrej Security Solutions Division, Godrej & Boyce Mfg Co Limited
- Godrej Tooling Division, Godrej & Boyce Mfg Co Limited
- Grundfos Pumps India Pvt Limited
- Hindalco Industries Limited
- Indraprastha Apollo Hospitals
- Infotech Enterprises Limited
- Kirloskar Brothers Limited
- Kirloskar Ferrous Industries Limited
- Kirloskar Oil Engines Limited
- Kirloskar Pneumatic Company Limited
- L&T - Komatsu Limited
- National Stock Exchange of India Limited
- Overseas Infrastructure Alliance (India) Private Limited
- Rourkela Steel Plant, Steel Authority of India Limited
- Sir Ganga Ram Hospital



Confederation of Indian Industry

CII-EXIM Bank Award for Business Excellence – Year 2012



1.0 *Name of Applicant Organisation
(as it should appear in the Certificate)

1.1 Address

Pin Code:

2.0 *Name of the Contact Person

2.1 Designation

2.2 Telephone *Mobile

2.3 Fax

2.4 *Email

2.5 Contact Address (if different from above)

3.0 *Name of the Highest Ranking Official

3.1 *Designation

3.2 Telephone *Mobile

3.3 Fax

3.4 *Email

4.0 *Products and Services offered

4.1 Number of Locations / Sites

4.2 Total Number of Employees

4.3 *Annual Sales / Revenue (in Rs. Cr.)

4.4 Type of Organisation (Please tick in the appropriate box)

a Large Business Organisation ☐ b Operating Units ☐

4.5 Are you a member of CII: Yes ☐ No ☐

4.6 Scope of Assessment (Geography / Businesses etc.)

4.7 *Applicant Category (Please tick in the appropriate box)

Category 1 ☐ Category 2 ☐

Award Assessment Score 400 or above in year 2010 or 2011*

(First Time Applicant / Score less than 400 in 2010 or 2011* / First time applying under "Excellence Model 2010" / applying with a change in Scope)

* Latest Score will be considered
* Mandatory (to be filled)

Note: (Refer Page 6 for Eligibility Criteria)

Give the following information if Applicant is not a "Whole Organisation":

- 5.0 Name of Parent Organisation
- 5.1 Address
- 5.2 Telephone
- 5.3 Fax
- 5.4 Name of the Highest Ranking Official of Parent Organisation
- 5.5 Designation
- 5.6 Total Number of Employees
- 5.7 Annual Sales / Revenue (in Rs. Cr.)
- 5.8 Describe the relationship between the Applicant and the Parent Organisation and provide an Organisation Chart showing the relationship
-

I agree, on behalf of my Organisation, to abide by the rules of the CII-EXIM Bank Award for Business Excellence competition and accept that the decisions of the CII are final. I confirm that my Organisation is eligible to take part in this competition and that all information in this Application Form is and accompanying Position Report are correct. I accept the Time Table, the Non-Disclosure and Confidentiality Clause and fee and cost structure.

Please find enclosed cheque/DD No. dated for Rs.
(Rupees) drawn in favour of CII Institute of Quality,
payable at Bangalore.

Date

(Signature of Highest Ranking Official & Company Seal)

The Time Table for the Year 2012

30 April 2012	Final Date for Receipt of Application Form by CII Award Secretariate.
15 June 2012	Final Date for Receipt of the Position Report by CII Award Secretariate.
15 July - 10 October 2012	Onsite Assessment, where applicable.

Notes

- Attach this form duly filled and signed with the Position Report also.
- The photocopy of this Application Form may be used wherever necessary.

Address for correspondence:

N. Deep
Deputy Director
Award Secretariate

Confederation of Indian Industry
CII Institute of Quality
(Sponsored by ABB Ltd.)
Near Bharat Nagara, 2nd Stage,
Viswaneedham Post, Bangalore - 560 091

Tel: 080 - 2328 6085 / 9391 / 7690
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FURTHER SUPPORT

The following support services are available from the CII Institute of Quality for implementing the model and applying for the CII-EXIM Bank Award for Business Excellence.

- Workshop on Assessment for Business Excellence
- Workshop on the Excellence Model
- Business Excellence Facilitators' Workshop
- Counselling Services: Working with Organisations' people in self-assessment and action planning for improvement to reach the performance level expected by the Award mode.

Award/Prize Winning Position Reports:

(Rs 3500/- per copy)

- Crompton Greaves Ltd. (India)
(Prize Winner of 2010, as per Excellence Model 2010)
- The Tinplate Company of India Ltd.
(Prize Winner of 2010, as per Excellence Model 2010)

CII also offers several other training programmes that will support the implementation of the Excellence Model. Please visit: www.cii-iq.in for the training calendar.

For more details, please contact:

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KEY DATES

30 April 2012

Final Date for Receipt of Application Form by
CII Award Secretariate.

15 June 2012

Final Date for Receipt of the Position Report by
CII Award Secretariate.

15 July - 10 October 2012

Onsite Assessment, where applicable.



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