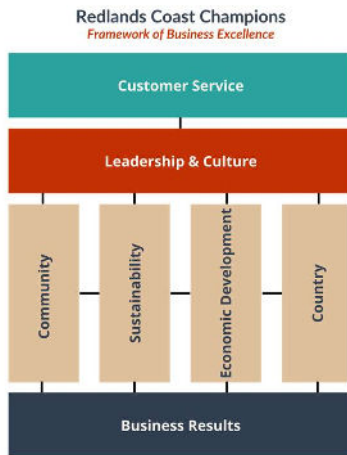




REDLANDS BUSINESS EXCELLENCE AWARDS 2023

FRAMEWORK



AWARD CRITERIA AND GUIDANCE

- Applicants can nominate themselves into **only ONE Category** (please find the category that is a “best fit” for your industry). **This does not apply to applicants wishing to enter People’s Choice or Women in Business categories. These categories may be entered into as additional categories.*
- Applicants should frame their responses on the last 12-14 months of business activity.
- Four award questions are judged to give a total score out of 100 points. Total scores will be used to determine the finalists and winners.
- Responses can be submitted through:
 - Written Response – (recommended max 500 words per question)
 - Video Response – (recommended max. 2 minutes per question)
- Additional collateral can be included with your submission. Suitable collateral includes:
 - Photos (please be mindful of image size)
 - Videos (please be mindful of file size)
 - Testimonials (recommended max. 100 words)
 - Website information
 - Socials information



QUESTIONS

Business Information (ungraded):

- Are you a member of the Redlands Coast Chamber of Commerce?
- Does your business have a business plan, strategic plan, vision and /or mission statement? *If yes, please provide/attach a copy*
- Are you a member of any other professional organisations or associations?
- Do you employ any staff? If so, how many and in what capacity (eg: FT, PPT, Casual)?
- Describe your business, products and/or services and what problem you solve within your industry? *(recommended max. 200 words)*

Q1: Customer Service

- a) How do you collect feedback (either positive or negative) from your customers? What is the process your business has in place for the review and improvement of service and processes?** Please attach/provide a recent testimonial from a customer that your business has received? *(10 points)*
- b) What recognition (either through awards, public relations, or other ways) have you/your business/team received?** *(10 points)*

Q2: Leadership & Culture

- a) How does your business Champion the Redlands Coast as a region?** *(10 points)*
- b) Outline the recent training you, or your team have undertaken for (or within) your business?** *(10 points)*

Q3: 4 Pillars

How has your business shown its dedication to business excellence in the following areas? What things do you/your business do, that make you a champion in these areas?

- a) Community** *(10 points)*
- b) Sustainability** *(10 points)*
- c) Economic Development** *(10 points)*
- d) Country** *(10 points)*

Q4: Business Results

What have been the key challenges within your business or industry? What have you done to overcome them? What have the results been? *(20 points)*