

Redland Business Excellence Awards 2024 - MARKING CRITERIA

SCORE	QUESTION 1(a)	SCORE	QUESTION 1(b)	SCORE	Question 2	SCORE	Question 3	SCORE	Question 4
	Customer Service		Risk Management		Achieving Goals and Milestones		Community Engagement and Collaboration		Sustainability, Innovation and Diversity
	What processes and/or strategies has your business implemented to ensure excellence in Customer Service		What processes and/or strategies has your business implemented to ensure excellence in Risk Management		What goals and milestones have you met in the past 12 months and how did you achieve them?		How do you give back to the community and/or collaborate with other businesses		How does your business demonstrate its commitment in any or all of the following in the workplace: Sustainability / Innovation / Diversity
50	Processes and strategies are exemplary and business shows an understanding and demonstration of process for review and improvement	50	Processes and strategies are exemplary and business shows an understanding and demonstration of process for review and improvement	100	Goals and milestones planning and achievement is exemplary and business shows an understanding and commitment for review and improvement	100	Commitment to community involvement and/or collaboration with other businesses is exemplary	100	Processes are exemplary and business shows an understanding and demonstration of process for review and improvement
45		45		90		90		90	
40	Processes and strategies are very strong and business shows understanding and demonstration of process for review and improvement	40	Processes and strategies are very strong and business shows understanding and demonstration of process for review and improvement	80	Goals and milestones planning and achievement is very strong and business shows understanding and commitment for review and improvement	80	Commitment to community involvement and/or collaboration with other businesses is very strong	80	Processes are very strong and business shows understanding and demonstration of process for review and improvement
35		35		70		70		70	
30	Processes and strategies are positive and business shows understanding and/or demonstration of process for review and improvement	30	Processes and strategies are positive and business shows understanding and/or demonstration of process for review and improvement	60	Goals and milestones planning and achievements are positive and business shows understanding and/or demonstration of process for review and improvement	60	Commitment to community involvement and/or collaboration with other businesses is positive	60	Processes are positive and business shows understanding and/or demonstration of process for review and improvement
25		25		50		50		50	
20	Process is emerging and business shows some understanding or demonstration of process for review and improvement	20	Process is emerging and business shows some understanding or demonstration of process for review and improvement	40	Goals and milestones planning and achievements are emerging and business shows some understanding or demonstration of process for review and improvement	40	Commitment to community involvement and/or collaboration with other businesses is emerging	40	Process is emerging and business shows some understanding or demonstration of process for review and improvement
15		15		30		30		30	
10	Limited understanding and/or demonstration of strategy or process in this area	10	Limited understanding and/or demonstration of strategy or process in this area	20	Limited understanding and/or demonstration of processes and/or achievements in this area	20	Limited commitment to community involvement and/or collaboration with other businesses	20	Limited understanding and/or demonstration of strategy or process in this area
5		5		10		10		10	

SCORE

(out of 50)

SCORE

(out of 50)

SCORE

(out of 100)

SCORE

(out of 100)

SCORE

(out of 100)