

Kilkenny Chamber 2014 Business Awards

Award Criteria and Scoring

Award Criteria – Conditions for Entry to Awards

All information and supporting information supplied by applicants in their application form, or as part of the assessment or interview process will be treated in strictest confidence and all data supplied will remain confidential and be viewed only by the Independent Judging Panel.

Awards, Categories & Sponsors (including any specific conditions of entry to that award category)

Overall Business/Person of the Year **Sponsor: GLANBIA**

The winner of this award will be selected from overall category winners, as decided by the Independent Judging Panel based on scoring awarded from assessment of application and Shortlisted Interview Process.

Award Categories for Nomination

Businesses may choose to enter up to three categories, as they deem appropriate to their business. (See below details of specific criteria applicable to certain categories of awards)

- AGRI BUSINESS OF THE YEAR
- FOOD & DRINK PRODUCER OF THE YEAR
- EXPORTER OF THE YEAR
- EXCELLENCE IN COMMUNICATIONS
- INNOVATION IN BUSINESS
- INTERN IN BUSINESS AWARD
- EXCELLENCE IN HOSPITALITY
- CUSTOMER SERVICE EXCELLENCE
- SERVICE PROVIDER OF THE YEAR
- RETAILER OF THE YEAR
- EMPLOYER OF THE YEAR
- EMPLOYEE OF THE YEAR
- CULTURE/HERITAGE TOURISM AWARD
- INFORMATION COMMUNICATIONS & TECHNOLOGY
- CRAFT PRODUCER OF THE YEAR
- FAMILY BUSINESS OF THE YEAR
- EMERGING NEW BUSINESS
- SMALL BUSINESS OF THE YEAR
- INVESTMENT IN SKILLS, TRAINING & DEVELOPMENT OF STAFF
- ENVIRONMENTAL AWARD

In addition to the Business of the Year award and the above category awards, the Chamber President, supported by the Board of the Chamber and its Independent Judging Panel for the 2014 Awards will make the following awards on the evening of the Kilkenny Chamber Awards Gala Black Tie Dinner on 15th November 2014.

- Lifetime Achievement Award. **Sponsor: Kilkenny Chamber**
- President's Award. **Sponsor: Kilkenny Chamber**

Entry Criteria/Application Process

1. Entry to the Awards is FREE of charge and open to all registered businesses operating in Kilkenny.
2. **Nominations** for awards (using the official 2014 Glanbia Kilkenny Business Awards Nomination form as published in The Kilkenny People on Wednesday 24th September 2014 or available from the Killkenny Chamber website www.kilkennychamber.ie **must be received at Kilkenny Chamber offices no later than 5pm on Friday 26th September 2014** or such other date decided by Kilkenny Chamber if an extension is introduced.
3. A business may also be nominated in a number of categories and may elect to enter up to three categories. Businesses may also choose to self nominate and are encouraged to put forward internal teams/departments for consideration.
4. **Application forms and details of Rules of Entry/Award Criteria** for the Glanbia Kilkenny Business Awards 2014 can be downloaded from www.kilkennychamber.ie or are available from Chamber Offices.
5. **Completed application forms** must be submitted by post or hand delivered addressed to 2014 Glanbia Kilkenny Business Awards, Kilkenny Chamber Offices, The Maltings, Tilbury Place, James St., Kilkenny, **to be received no later than 5pm on 15th October 2014**. All applications must be signed and dated by the business nominee, owner or manager/managing director of the business.
6. Applications can be supported by relevant documentation that evidences the business commitment, competence, performance and customer feedback in all aspects of their business relevant to the application/award criteria and assessment process. All such documentation must be attached to the official application. (Please note this data cannot be returned so please submit copies where originals are required to be maintained by the business). Please keep all marketing, promotional and testimonial materials to a minimum unless required as evidence to business strategies and plans as part of the application.
7. All applications received will get a confirmation of entry email verifying receipt of entry, no later than 15th October 2014.
8. The Awards adjudicating panel will ultimately decide on the merit of category entry selection. If in the opinion of the awards adjudication panel and Independent Judging Panel, nominations and applications received for a particular category do not meet the laid down criteria or reach an appropriate standard of application and are thereby deemed not to meet standards required for short listing for that particular category award, it may be the case that no such award will be made in that particular category. The awards adjudication panel, on review of applications received, also reserve the right to advise applicants that they are being considered for alternative or additional award categories short listing than those originally entered.
9. In the case of **Small Business Award category**, a pre-requisite for entry is that the business employs no more than 10 people and has a turnover of less than €500,000 p.a. In the case of the **Emerging New Business Award category**, a pre-requisite for entry is that the business is in existence for less than 3 years.
10. **The Exporter of the Year Award** is open to businesses that are in the creation and exportation of products, knowledge management and services outside of Ireland.
11. The Awards Adjudication Panel in conjunction with the Independent Judging Panel will review all applications in October and **a shortlist of applicants** in each category will be identified for Interview. This shortlist **will be announced in October 2014**.
12. **All shortlisted applicants must be available for final judging interviews on Wednesday, 29th October 2014**
13. **Winners for each category will be announced** at the official 2014 Glanbia Kilkenny Business Awards Gala Dinner at Lyrath Estate Hotel **on Saturday 15th of November 2014**

14. The judging panel's decision is final and binding. Each applicant will have access to the judging panel's scoring of their application and interview by way of feedback on their application if they so wish to officially request this in writing.
15. Canvassing of Adjudication Panel, Independent Judging Panel or Awards Organisers will lead to automatic disqualification.

SCORING OF APPLICATIONS

Judges will make an assessment of all aspects of the company based on application received and relevant supporting data.

Scoring Rating

5 = Strong Evidence of Good Practice/ Clear application of consistent policy application (Excellent)

4 = Reasonable evidence/demonstration and commitment to persuing good practice/Has written policy in place (Very Good)

3 = Some evidence /demonstration of structured business practices in action in regard to this criteria, may evidence traditions/customs/ practices in place but these may not be in writing or apply consistently to defined standards (Good)

2 = Has aspirations/plans or demonstrates commitment to deliver actions in regard to this criteria, but no clear evidence of sustained application in place as yet (Fair)

1= No evidence in place that this criteria is a priority/a core value for the business (Poor)

Each award entry will have a separate weighted score allocated to the section of its application /short-listing interview which addresses questions relating to the specific award category entered, as part of the application. In the event that a business has entered more than one category, each category will be scored independently. *This will ensure any business that chooses to enter only one category will not be disadvantaged in their combined overall score for the category entered.*

In scoring each section, judges will assess how well the business/individual entrant has performed based on data provided in the application and where shortlisted, assessed on interview based on the extent the applicant/ business has demonstrated (in so far as is applicable to their business):

1. A **structured approach to business planning & business performance** measurement in line with business vision, mission and core values
2. **Structured assessment & monitoring of business risks**, market development opportunities, changes in customer behaviours and preferences – including how these are forecast, tracked and measured in developing measured strategies to respond to same
3. **Effectiveness in business communication strategies and actions** both internally among staff with customers and prospective markets and with all business stakeholders
4. **Effective monitoring and review of financial performance** & demonstration of an understanding of the role each staff member/team plays in business performance
5. **Ability & flexibility in adapting to changes** in business climate
6. **Use of innovation** to support the business in respect to changes in business climate /business development/business sustainability/improvements in service quality
7. **Application of new technologies across the business to improve business performance** and demonstration of business practices that support this
8. **A commitment to and delivery of staff development** programmes, training and investment in people aligned to business objectives
9. **Strategies/actions that ensure business sustainability and growth** (the latter where practical/relevant to business climate)
10. **Demonstrate a commitment to achieving & measuring quality assurance** across the business
11. **Clear understanding of the value of customer engagement** by demonstrating ways in which your customer relationships are developed; customer needs anticipated and met/exceeded; customer feedback is valued – i.e. captured, measured and used to improve business performance on an ongoing basis

At the final Interview stage of application process, Judges will have a complete picture of each company. The judging panel scores will be entered on to an Individual Score Card and the results will determine both the Category Runners-up and the Category Winner.

The decision of the judges is final.