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**Northamptonshire Business Excellence Awards 2011**

# CATEGORIES & CRITERIA

**Please bullet point or sub-headline all criteria elements within your entry presentation**

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## **NEW BUSINESS OF THE YEAR**

An organisation established two years ago or less. An organisation that can already demonstrate an understanding of their market in the following criterias:

- Market Place
  - Customers
  - Innovation
  - Product/service development
  - Staff development
  - Future plans ( up to 5 years forecast)
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## **TRAINING AND DEVELOPMENT AWARD**

An organisation that has made a significant investment in the development of their people in the following criterias:

- Initial induction for new staff
  - Training levels for full time, part time and temporary staff
  - On-going staff development training
  - Incentives
  - Examples of in-house and/or out-sourced training programmes
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## **CREATIVE BUSINESS OF THE YEAR**

The aim of this award is to recognise and celebrate the very best creative work in the county in the following criterias:

- Design and overview of project
  - Innovation used
  - Technology required
  - Entrepreneurship
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## INTERNATIONAL TRADER OF THE YEAR

A organisation that confidently operates on a European or global basis The organisation must either be based-only in Northamptonshire or have branches/site in Europe or the world as part of their Northants based head office. Criterias

- Details of original trading places and reasons for seeking international business
- Barriers overcome to succeed in the global markets
- Your current position for your industry in the global market and your last two years growth
- The main countries you trade in, and clients and products/services sold in these countries

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## ENVIRONMENTAL AWARD

An organisation that has a very strong environmentally friendly ethos in the following criterias:

- Awareness raised of your environmental efforts to staff, customers and suppliers
- Examples of social awareness for the community
- Details of recycling procedures and other environmental activities such as waste reduction, energy saving schemes
- How being environmentally friendly has aided in the success of the organisation as a whole
- Details of Government backed initiatives (if applicable)

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## APPRENTICE BUSINESS OF THE YEAR

An organisation that offers apprenticeship schemes and can present details of these schemes and their successes

- How the apprentice was introduced and supported within the work place
  - How you have encouraged feedback from apprentice(s) and implemented/utilised the ideas/improvements where appropriate
  - Details of the appraisal programme(s)
  - Examples of Apprentice development within the work place (eg: full time positions honored once the apprentice has successfully gained their qualification(s))
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## **UNSUNG EMPLOYEE OF THE YEAR**

Open to employers' to nominate one or more individuals or a team from their organisation. Employee (s) who you feel should be recognised for their commitment and dedication to the business, colleagues and the community. Someone (s) who goes 'that extra mile'

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## **NORTHAMPTONSHIRE ENTERPRISING ORGANISATION OF THE YEAR**

This category is split into two sections:

- i. Social enterprising (non-profit enterprising)
- ii. Commercial enterprising

Please indicate at the beginning of your entry if you are entering the Social or Commercial section

An organisation or group which embraces an 'enterprising culture' and can provide results of successes due to the positive attitude towards 'enterprise' in the following criterias:

- Partnerships formed to transform your locality through enterprise
  - Your enterprising place and the journey undertaken and how enterprise has been central to the economic and/or social transformation of the place
  - Population of the area you are impacting on and local demographics (untapped potential audiences, eg; Young people, SME communities, over 50's)
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## **COMMUNITY INVESTMENT AWARD**

A proud Northamptonshire based company planning continued growth within the community. A company that can demonstrate successes within the community in the following criterias:

- In what ways has your business invested in the local community
  - Have you taken any steps to ensure your employee base reflects the composition of the local community (minority groups: ethnic/disability)
  - Provide details of any fund-raising activity undertaken by the business and/or its employees, donations to community groups or such like
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## **CUSTOMER SERVICE AWARD**

An organisation that is totally committed to the satisfaction of its customer. Can demonstrate practices in place to measure customer satisfaction and act on. Criteria:

- Details of the practices used to monitor and measure customer satisfaction, (preferably to include new technology)
  - Training programmes in place to ensure staff offer excellent customer service.
  - How your company has grown over the past two years due to your focus on delivering excellent customer service
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## **BUSINESS OF THE YEAR UNDER 50 EMPLOYEES**

An organisation that has demonstrated an overall outstanding performance, embracing many elements from the other categories. The organisation can demonstrate success through the following criteria:

- Financial and overall growth performances for the last two years
  - Strong understanding of your market place and customers
  - Use of Innovation and technology
  - Product/service development and successes
  - Staff development & Customer service
  - The community and the environment
  - Future plans (up to 5 year forecast)
- 

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- Strong understanding of your market place and customers
- Use of Innovation and technology
- Product/service development and successes
- Staff development & Customer service
- The community and the environment
- Global expansion (if applicable)
- Future plans (up to 5 year forecast)