TQM AWARD - SAMPOORN
By Centre of Excellence, QCFI

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Foreword from President, QCFI

It gives me immense pleasure to introduce the TQM Award System, a pioneering initiative by the Quality Circle Forum of India (QCFI) aimed at fostering a culture of Total Quality Management across industries and organizations. This award system has been designed to recognize, encourage, and celebrate organizations that exemplify excellence in quality practices, innovation, and continuous improvement.

In today's rapidly evolving world, where adaptability and resilience determine success, the principles of Total Quality Management serve as the cornerstone for organizational growth and sustainability. By integrating quality into every facet of operations, organizations can drive productivity, optimize processes, and, most importantly, enhance customer satisfaction.

The TQM Award System by QCFI is not merely an accolade; it is a testament to an organization's commitment to embedding quality in its DNA. Through rigorous evaluation processes, this system ensures that the awarded organizations set benchmarks for others to emulate, thereby contributing to India's vision of becoming a global leader in quality, innovation, and productivity.

I take this opportunity to extend my gratitude to all stakeholders, including our members, Centre of Excellence, and partner organisations, for their relentless efforts in making this initiative a reality. Let this award system inspire every organization to strive for excellence and adopt Total Quality Management as a way of life.

With best wishes for continued success,

Avinash Mishra

President

Quality Circle Forum of India

Sengol - Tamil word 'Semmai' - Righteousness
Sanskrit word - 'Sanku' - Shakha - Auspiciousness

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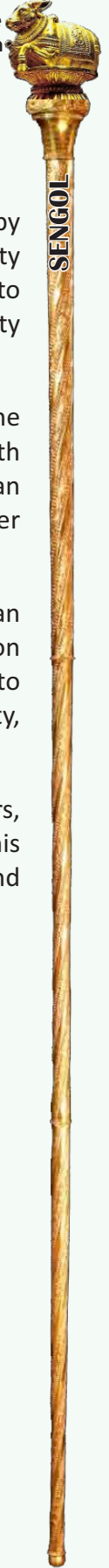
Foreword from Executive Director, QCFI

Dear participants and Quality fraternity, celebrations, awards and recognitions are the Hall mark of our Forum which we practice since long with the main objective of enhancing "performance excellence" in every sphere of human activity and across organizations.

Most of you have experienced in our National conventions and conclaves, where every participating team is recognized with an award which gives the team a sense of achievement and propel than to excel in their job assignments. In a similar manner organizations are recognized keeping their moti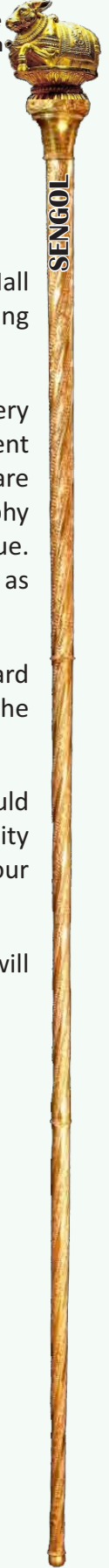vating spirit, as we believe in people building philosophy through self-development, mutual development and organization development as core value. Centre of Excellence-QCFI has come out with an innovative award system known as "Sampoorn TQM Award" for organizations.

I am sure that every organization will take up this opportunity and benefit through the award process for overall development. TQM award system assessment details are furnished in the inner pages of this Souvenir.

I would like to mention that as a winner getting award is no doubt a joyous event, but we would like that this should kindle other organizations, to practice or who are yet to start Quality concepts to follow suit as this will serve in the larger interest towards our goal to make our country 'Quality India Products'

Hope all Indian entities with an aspiration to excel and achieve customer delight as motto, will avail this opportunity.

With Best Regards

D.K. Srivastava

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FOREWORD From Head- Centre of Excellence, QCFI

Dear All,

It gives me immense pleasure to share with you our 'Indian Quality Award System', which motivates, improves, recognizes and creates a roadmap for quantum performance jump year-over-year for the entire gamut of industries and organizations across the nation!

Designed as a breakthrough instrument, this Award system will prove to be one of the most significant turnaround strategies for the nation to achieve its vision of achieving 'developed nation status' because it can enable and transform even much-smaller organizations across the nation to raise their bar and redefine the benchmarks thereby raising per capita income to required levels!

The medium and large organizations will find this award system more fulfilling and challenging on their way to achieve highest level of awards. The organizations will need to make focused resilient efforts under their visionary leadership to achieve and sustain prime human values embedded in rich Indian culture of values and ethics. The jury members in the award-assessment panel will be having hands-on thorough experience on human values interventions to provide meaningful insights to the organizations in their feedback reports to the organizations!

The Site-assessment provides a unique learning and growing opportunity for the participating organization to relook and revitalize their approach, systems, processes, performance trends for much greater achievements. The site-assessment enables them to improve upon in a wholistic and sustainable way!

A wonderful opportunity has been created for organizations of all sectors and sizes with launch of this award system to redefine the way of their delivery of products and services towards the true delight of all stakeholders – most importantly – upholding the prime human values.

There is a dire need for an extremely positive response from Indian Organizations to participate in this Indian Quality Award System and inspire all around to make it a National Movement!

I appeal all the organizations to participate in this process, take its full advantage and emerge as a contributing entity for collective-transformation-efforts to make our country as developed country by 2040 leveraging Total Quality People in a manner which is faster, cheaper and better than the best.

Please feel free to connect and clarify your doubts to remove any hurdle on way to transform India back into golden era of "Sone ki Chidia" (The Golden Bird). Let us work together.

Best Regards

Sunil Shrivastava

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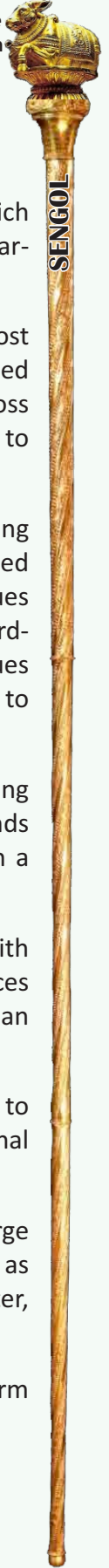
INDIAN TQM AWARD

Award Cycle - 2025-2026
By Centre of Excellence (CoE)
Quality Circle Forum of India

Quality Governance
Key to transformation

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1.0 The Need: Awards are accelerators to create new benchmarks within and across the organizations thereby propelling the all-round growth motivating everyone around! The TQM Award System from Centre of Excellence (CoE), QCFI is made easy and affordable for 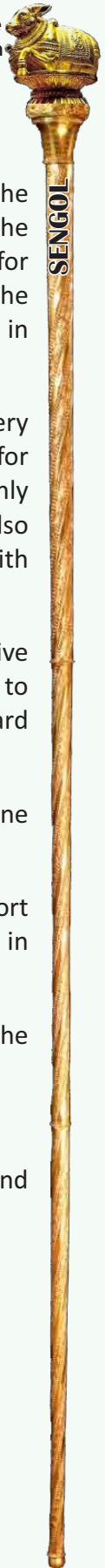all organizations to understand, appreciate and take an active part to get benefitted by the Award-process to improve across their entire business processes for quantum gains in shorter time to the delight of all stakeholders.

2.0 Expanding QCFI Horizons, QCFI decided to take quality concepts to each and every organization of the nation by providing them a structured platform to learn and use for their growth. As a result, this TQM Award system has been evolved which not only recognizes their significant achievements and best practices at National level; but also gives them a detailed feedback report on specific areas for improvements alongwith enablers for effective sustainable solutions.

3.0 The Quality Award Evaluation - Experts from Business Excellence and respective domains will be active part of this TQM award system which will help the organizations to grow in a wholistic way! There will be three levels of examination by CoE for an Award application as follows:

3.1 Initial examination of Unit Award application by CoE Examiners to determine eligibility for Site Assessment.

3.2 Review and Assessment of Unit-application alongwith Site-Assessment-Report (SAR) by Examiners and panel made by Head – CoE to bridge up the gaps in completeness of the SAR.

3.3 Final Examination/Approval by Apex TQM Award Steering Committee to decide the Award-Level for the Unit.

4.0 Applicant-Categories

There can be **5 applicant categories** for the QCFI TQM Award under Large , Medium and small organizations :

4.1 Business Excellence: It will have 3 categories of organizations :

    A. Manufacturing organizations } a) MSMEs b) Large Organisations

    B. Service organizations

    C. Overseas Organizations (Headquartered in India)

4.2. Education

4.3. Health Care

4.4. NGOs / Start ups and Others

4.5. Rural

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PARTICIPATION FOR PROGRESS

5.0 The Levels of Awards will be for achieving different levels of scores out of maximum 1000 score -

1.	Base Level – Aspirant	<300	Basic housekeeping /5S practices , PDCA applications Required
I	Level 1- Nascent	300-400	Basic housekeeping /5S practices, PDCA visible
ii.	Level 2- Developing	401-500	Basic housekeeping /5S, PDCA practices visible as a system in few areas
iii.	Level 3 – Foundation	501-600	Basic housekeeping /5S, PDCA practices visible as a system in all areas
iv.	Level 4 -Progressive	601-700	Basic housekeeping /5S, PDCA practices visible as a system in all areas with CAGR growing in last 3 years in various functional indices in few areas
v.	Level 5 - Advance	701-750	Basic housekeeping /5S, PDCA practices visible as a system in all areas with CAGR growing in last 3 years in various functional indices in all areas
	Level 6- Excellence	751-800	Basic housekeeping /5S, PDCA practices visible as a system in all areas with CAGR growing in last 3 years in all target matrices along with defined systems of organization values implementation measurements
vi.	Level 7 - Apex Award	801-900	Basic housekeeping /5S, PDCA practices visible as a system in all areas with CAGR growing in last 3 years alongwith defined systems of organization values implementation measurements and Human Values scoring started for atleast 2 years
	Level 8 - Supreme Award	901-1000	The award will be ensuring sustenance for 3 years in Level 6 and Level 7 criteria very objectively

An organisation can re-apply next year to raise their level of award

6.0 Award Criteria – Framework in Focus

6.1 Leadership
6.2 Strategic Planning
6.3 Customer Focus
6.4 Measurement, Analysis and Knowledge Management
6.5 Workforce
6.6 Operations
6.7 Organisation & Human values

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6.8. Results

There are key aspects which address above criteria status in the organizations which need be answered and supported by evidences by the organizations in their Award-Applications.

The supporting data should include trends for recent past three years showing Year-Over-Year growth on organization-defined key Financial and departmental/functional indices.

The questions/Aspects for submitting Award Application are placed at point no 13.

7.0 Selection of Examiners for site assessment

Nominations of Examiners can be made preferably in January-April period sharing their details including hands-on work experiences. An Apex Panel constituted by Centre of Excellence, QCFI will shortlist the examiners for the Assessors' Alignment Workshop for the Site-Assessment. The examiners successful participation in this workshop will lead to final allocation of examiners for Site Assessment Work.

8.0 Alignment of Selected Examiners

The examiners selected will be further aligned with Award System approach through a detailed interaction to create consistency of examination and feedback report to organizations on different aspects of Business Excellence.

9.0 Award Cycle Dates

SN	Milestones	Date(s)/ Duration Considering Mutual convenience
1	Award Cycle Announcement and invitation for Registration and Award-Applications	15-28 February, 2025
2	Award Application Submission by registered units	31 May, 2025
3	First Stage assessment of Award applications by SAGs (Site Assessment Groups) formed by COE, QCFI, Secunderabad formed for each of the Unit seeking Award	upto 20 June, 2025
4	Consensus Review / assessment by SAGs with Site to seek clarifications, if any.	upto 15 July, 2025
5	Intimation of Site-Assessment Schedules by COE, Site-assessment / application-details-validation by SAGs	upto 30 September, 2025
6	Site Assessment report preparation by SAGs after considering all new supporting-details provided by the Unit.	upto 10 October, 2025
7	Assessment Reports Submission by SAGs to Head – COE, QCFI-HQ.	by 20 October, 2025
8	Final Review / Clarifications / Assessment by Apex Award Steering Committee, Chaired by President, QCFI including various functional Subject Matter Experts, formed by COE, QCFI – HQ (in monthly review meetings)	by 15 December, 2025
9	Announcement of Awards	by 15 December, 2025
10	Sending Site Assessment Reports to respective Organizations	by 15 December, 2025
11	Felicitation of Awards at Annual National TQM Summit	by 10 February, 2026

10.0 Registration and Eligibility Determination Form
(Available at www.qcfi.in/tqmaward)

Kindly enter below the details pertaining to your one Business Entity (one Plant of the Organization/Business)

10.1   Business Entity Name:

10.2   Site Address:

10.3   Overall Organization Name (if applicable):

10.4   Organization Headquarter Address (if applicable) :

10.5   Highest-Ranking Official at Site:
Name :

Address :

Telephone:

Mobile – Direct

Mobile – Office

E-mail:

10.6.   Highest-Re – Office -
E-mail:

10.7.   Applicant-Category for TQM Award – (pl tick as appropriate):

1. Business Excellence (Manufacturing (For Profit only) / Service (For-Profit only) / Indian Overseas Business (For-Profit Only)
2. Education
3. Health Care
4. NGOs / Others

10.8   Size and Location of Applicant
A. Total Number of Employees (Business):   (this includes contract workforce)
B. Total Site area under administration (Sqft) -

10.9.   Sales in the preceding fiscal year (in Crores) (pl tick as appropriate):

a.   0 - Rs.100 Cr

b.   Rs.100 Cr - Rs 1000 Cr

c.   1000 Cr.- Rs.10000 Cr

d.   More than Rs.10000 Cr

10.10. Number of Sites in overall organizations: Pl write - (1 2 3 4 5 or more) -

10.11 Please upload a brief organization-introduction giving brief details of products, processes, Supply Chain, markets, Turnover, profits, management systems, people practices, improvement systems, certifications and awards, efforts on Safety, environment, digitalization etc. A brief insight into Growth journey of the organization need be attached (maximum 600 words / 2 pages).

10.12 The participating organisation should be a permanent / annual member of QCFI. The enrollment form is at www.qcfi.in

10.13 Details of Registration fee: (as per organization size as in Point No. 11)

10.14 Undertaking:

I state and attest that I have reviewed the information provided by my organization in this page to the best of my knowledge. No untrue statement of a material fact is contained in this declaration, and no omission of a material fact has been made. I understand that at any time during the Award Process cycle, if the information is found not to support eligibility, my organization will no longer receive consideration for the Award. We will be driving all adeptable improvements emerging from the assessment report towards our journey to full potential.

1. Name of the Business Head at Site *

   Signature with date

   Mobile*

   Email address*

2. Name of TQM/ BE / Innovation Dept Head*

   Signature with date

   Mobile*

   Email address*

3. Name of TQM Coordinator*

   Signature with date

   Mobile*

   Email address*

11.0 Fee Structure

Fee	SMALL Organizations Turnover < 500 Cr.	Medium Organizations Turnover < 1000 Cr., > 500 Cr	Large Organizations Turnover >1000 Cr.	Remarks
Registration Fee	Rs 15,000 Rs 18,000 for non members	Rs 20,000 Rs 25,000 for non members	Rs 25,000 Rs 35,000 for non members	Towards Establishment and organizing expenses
2. Site assessment and detailed Business- Gaps Report	2days onsite by 2 Faculties **Rs 1,10,000** Actual expenses on Travel and Stay for 2 faculties **Rs 1,30,000** for non members	3 days onsite by 2 Faculties **Rs 1,50,000** Actual expenses on Travel and Stay for 2 faculties **Rs 1,70,000** for non members	4 days onsite by 2 Faculties **Rs 2,00,000** Actual expenses on Travel and Stay for 2 faculties **Rs 2,40,000** for non members	Extensive detailing at Site assessment by the elite panellists from CoE and an insightful 'Gap-report' preparation for the organizations to make significant improvements.

10% Discount can be availed from April - October by way of books, training for trainers and other online programs on registration fees

Registration link : https://tinyurl.com/tqmaward

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12.0 Award Assessment Process

Centre of Excellence, QCFI invites organizations to submit their application for the Award. The applications need to provide organizational performance and growth report in form of answers to prescribed questions elaborating on related support systems, their performance Indices, growth trends and its widespread implementation across the organization!

Various steps of Awards process are evident from the Award-Cycle dates for the period February 2025 – February 2026.

13.0 Guidelines for preparing Award Application

13.1 The application report should include evidences, performance-trends including financial impact/Cost / intangible gains for recent 3 years in brief.

13.2 The report should include objective graphs for better communication, understanding and evaluation.

13.3 The report should highlight performance-impact on people, process and Waste-reduction in each key performance areas of each function of the site.

13.4 Pls share in brief TQM Quality journey, special achievements/ awards / certifications & systems in maximum 1000 words.

13.5 Please share the process of establishing, sharing, pursuing Values, Vision, Mission, Key Objectives, Goals (Long term, Short Term) and related evidences of last three years.

13.6 Please share in brief the organization Work-Management System practices to pursue Annual Business Plans using well defined policies through various Check points and measurements for various functions.

13.7 The flow of P-D-C-A (Plan-Do-Check-Act) should be brought out in writing about any best-practice / intervention / system.

13.8 The report should indicate the nos. of areas where any best practice was implemented alongwith area-wise performance nos.

13.9. Please share the various improvement systems/ practices /process (TQM/TPM/WCM/QC/5S etc.), engagements/ results of last 3 years

13.10 Please share efforts on Safety, Environment, Occupational Health and sustainability

13.11 Please share efforts on Quality 4.0/ QA4.0/Industry 4.0 or on AI / digitalization in respective functions.

Please elaborate as necessary on following points:

13.12 Is your product quality recognized as a benchmark by your industry and you consistently enjoy a sizeable market share?

13.13 Does everyone in the company know who the key customers are and what differentiates the company's products and services from the competition?

13.14 Do you ship to your customers on time in full (OTIF), more than 99% of the time, against their latest schedule or delivery agreement?

13.15 Do all staff who are in contact with customers have the authority and empowerment to resolve customer problems?

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13.16 Have you eliminated the central storage of direct material and is purchased material supplied to the point of use without routine inspection?

13.17 Have you laid out the majority of your machines and equipment so as to minimize the distance between sequential operations?

13.18 Have you reduced or are you reducing the set-up time between products to the point when it is economical to make your product in the quantities required for customer shipments?

13.19 Have you an ongoing education and communication programme to inform existing employees and educate every new employee, whatever function he or she performs, in the value of world class manufacturing?

13.20 Do employees take the initiative to move to the point of need?

13.21 Is there is a programme in place to progressively reduce non-value-adding costs?

13.22 Is there a programme in place to reduce your supplier base to a small number of qualified suppliers integrated into your business?

13.23 Are there SGA small group activities in operation?

13.24 Do you audit the product and process quality inside the test limits?

13.25 Does everyone have authority to "stop the production / process line" in case of critical deviation?

13.26 Have you 'mistake-proofed' critical processes.?

13.27 Are the majority of people responsible for the maintenance of the equipment they use?

13.28 Do you have an active policy to help keep work areas clean, tidy and uncluttered?

13.29 Does the design of products include a consideration of the manufacturability of the product?

13.30 Is there a culture of continuous improvement in the organization.

13.31 Is there a mechanism to quickly and effectively receive and evaluate suggestions from customers and employees? Are people motivated in the organization?

13.32 Is there a defined document stating vision, mission, long term short -term goals:

13.33 Is the SWOT analysis done & reviewed periodically?

13.34. Is the organization policy for various functional areas defined?

13.35 Are the managing points & check points defined for all roles in the organization?

13.36 Is the Daily Work Management concept in practice at all levels

13.37 Are the interventions in place for encouraging Total Employee Involvement & for development of Total Quality People.

13.38 Is there a defined plan towards Zero Breakdown

13.39 Is there a safety System including "Behavioural Based Safety" in place?

13.40 Is the organization having any TQM performance review and awards system?

13.41. Do the processes in all functions have stable performances measurement systems and support.

13.42 Are the organisation values defined, measured, tracked and improved under a system-please support

13.43 Please share system to embrace emerging technological innovations in core and allied areas for greater stake holders satisfaction.

13.44 Please share on ESG / Sustainability aspects.

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14.0 Application Writing guidelines:

1. The Award Application Should not exceed 60 Pages of A4 size.
2. The font can be used as Times New Roman/ Arial. The running font size should be 12, the headings should be 14 Font Size. The sub-script should be readable.
3. The Header, Footer can have 1 inch space, and Side margins as .8 inches. The running matter should have line spacing as 1.5.
4. The pictures, graphs can be fitted along the text in the report.
5. There will be additional opportunity to give supporting documents/Pics/Graphs during the site-assessment. As such, primary report should be as brief as possible.
6. Please try not to use abbreviations in the main report unless very repetitive in nature with proper referencing.
7. Broad Understanding of Key dimensions of Award system Criteria

   a. **Leadership**
   The leadership category examines how your organization's senior leaders personal action guide and sustain your organization. Also examined are your organization's governance system and how your organization fulfils its legal, ethical and societal responsibilities and support its key communities.

   b. **Strategic Planning**
   The strategic planning category examines how your organization develops strategic objectives and action plans. Also examined are how your chosen strategic objectives and action plans are implemented and changed if circumstances require and how progress is measured.

   c. **Customer Focus**
   The customer focus category examines how your organization engages its customers for long-term marketplace success. This engagement strategy includes how your organization listens to the voice of its customers, builds customer relationships, and uses customer information to improve and identify opportunities for innovation.

   d. **Measurement, Analysis and Knowledge Management**
   The measurement, analysis and knowledge management categories examine how your organization selects, gathers, analyses, manages and improves its data, information and knowledge assets and how it manages its information technology. The category also examines how your organization reviews and uses reviews to improve its performance.

   e. **Workforce Focus**
   The workforce focus category examines your ability to assess workforce capability and capacity needs and build a workforce environment conducive to high performance. The category also examines how your organization engages, manages, and develops your workforce to utilize its full potential in alignment with your organization's overall mission, strategy, and action plans.

   f. **Operations Focus**
   The operations focus category examines how your organization designs, manages, and improves its work systems and work processes to deliver customer value and achieve organizational success and sustainability. Also examined is your readiness for emergencies.

   g. **Results**
   The results category examines your organization's performance and improvement in all key areas—product and process outcomes, customer-focused outcomes, workforce-focused outcomes, leadership and governance outcomes, and financial and market outcomes. Performance levels are examined relative to those of competitors and other organizations with similar product offerings.

15.0 Registration Link and Award System Details at : www.qcfi.in/tqmaward

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