

Using Excellence Awards to become World Class Organizations (Author- Dr Kanak Madrecha) 6-5-2020

Excellence Awards: Many countries have been running **Excellence Awards** to inspire & recognize applicant organizations to adopt global best practices & in turn benefit them by way of improving their financial & non-financial performance. Similarly, UAE has been running **Excellence Awards** since 1994 to make them world class.

Few prestigious Excellence Awards run by Dubai/Abu Dhabi/ UAE Government

Excellence Award	Year of Launch	Run By	Country Eligibility	Sector Eligibility	Ref Model	Applicant Submission	Desktop & Field Assessment	Feedback Report
Dubai Quality Award (DQA)	1994	Dubai Economy	UAE	Private/Public / Government	EFQM 2013 Model	YES	YES	YES
Sheikh Khalifa Bin Excellence Award (SKEA)	1999	Abu Dhabi Chamber	UAE/GCC	Private/Public / Government	EFQM 2013 Model	YES	YES	YES
Dubai Human Development Award (DHDA)	2002	Dubai Economy	UAE	Private/Public / Government	DHDA Model	YES	YES	YES
Dubai Service Excellence Scheme (DSES)	2002	Dubai Economy	UAE	Private Sector (Retail Outlets)	DSES Criteria		YES (Outlet Mystery Shopping)	YES
Mohammed Bin Rashid Al Maktoum Business Award (MRMBA)	2005	Dubai Chamber	UAE/GCC	Private/Public / Government	MRM Business Award Model	YES	YES	YES
Excellence Awards run for Government Sector	1999	Dubai /Abu Dhabi/ UAE Govt	UAE	Respective Dubai /Abu Dhabi/UAE Govt Entities	4 th Generation Excellence Model	YES	YES	YES

Financial & Non-Financial Benefits of adopting global best practices from Excellence Models & winning the Excellence Awards:

Stakeholder	Financial Benefits delivered to Stakeholder	Non-Financial benefits delivered to Stakeholder
Customers	Customers enjoy globally competitive prices & payment terms	Receive quality products & services always on time, Customer Satisfaction, Customer Service
Employees	Employees enjoy globally competitive salaries & benefits on time	Employee Satisfaction & Engagement, Job Retention, Employer Brand, Employee Learning & Development, Safe Working Environment
Suppliers/ Partners	Suppliers receive globally competitive prices & adherence to payment terms	Supplier Satisfaction, Business Retention, Brand Image, Supplier Learning & Development
Shareholders	Shareholders receive maximum share price & dividends on time	Shareholder Satisfaction, Brand Image of the Organization, Market Share
Bankers	Bankers receive their repayment of principals & interest on time, Minimal Bad debt, Minimal Financial Risk	Banker Satisfaction, Full Compliance to Banking Policies & Regulations, Brand Image,
Governments	Governments receive their revenue i.e. fees & taxes on time	Government Satisfaction, Robust Business, Industry & Economy, & Employment Creation, Full Compliance to Laws & Regulations
Society at large	Society at large receive CSR Contributions (money or free/subsidized products & services) from award winner organizations on time	Society Satisfaction, Maximum Number of society beneficiaries of free/subsidized health, education, food & other services

Dr Kanak Madrecha is Past Jury-DQA/DHDA/SKEA & Excellence Advisor who consulted for 43 reputed organizations (from 25 Sectors) in UAE to improve their financial/ non-financial results to win 93 excellence awards in 20 years. Dr Kanak Madrecha & Assoc (Dr.Kanak.Madrecha@Gmail.Com) (Dubai Mobile/WA: 0097150 658 3159)