

## MOD Quality Supplier of the Year - Organisational Improvement

Serial	Category	Criteria	Minimum for Shortlist	SME & Large Supplier Top 2	Overall Winner	Guidance
1	<b>Assurance – Process for Root Cause Analysis</b>	Supplier has established root cause analysis processes.	Baseline requirement for all applications Process is explained			Supplier has an established and effective approach to dealing with corrective actions as required in AQAP 2110 para 5.6.1 and ISO 9001 para 10.2)
2	<b>Improvement – Application of process for Root Cause Analysis</b>	Supplier can provide beneficial example that demonstrates effective application of root cause analysis processes.	Baseline requirement for all applications benefit of example is explained			Example can be for 3 <sup>rd</sup> Party, 2 <sup>nd</sup> Party or internal finding / quality escape.
3	<b>Organisational Improvement</b>	Kaizen / Six Sigma – Employees Involved, Capture improvements, Encourage address, Manage delivery, Solutions offered, Solutions verified, Solutions implemented / adopted	Baseline requirement for all applications Approach is explained			Supplier has an established and planned approach to Organisational Improvement – ISO9001:2015 para 10.3
4	<b>Organisational Improvement Example</b>	Supplier can demonstrate application of implementation of an improvement initiative from the last 5 years	Detailed Example is Provided			Example should have a Goal, Objectives, Strategy and Measures
5	<b>Organisational Improvement Effectiveness</b>	Benefit of the Improvement Initiative example provided	Improvement provides benefit to the supplier's own business	<b>and</b> Improvement provides benefit to the MOD customer	<b>and</b> the Improvement provides benefit to the environment / society (can include clear reduction in waste)	Supplier is encouraged to demonstrate use of Quality 4.0 principles. Specific customer feedback is encouraged but not required.
6	<b>Development of Quality Resources</b>	Supplier can demonstrate that they have a strategy for developing their people-based Quality competences	Approach is defined for Quality Function resources	Approach is defined for all resources	<b>and</b> approach makes use of Quality skills and techniques for all.	Supplier considers retention of Quality Resources and encouragement of professionalism within the Quality Function ISO9001:2015 para 7.1
7	<b>Leadership</b>	Driving Quality and continual improvement to a wider audience	Proactive in promoting quality skills and	Proactive in promoting best practice in their corporate business	Proactive in sharing and leading improvement and	Supplier is a Leader with effective collaboration, communicating and influencing of improvement in Defence Quality.

			techniques within their business location.	entity, possibly at multiple locations	best practice in the Defence Sector	
8	<b>Verification</b>	Applications will be evaluated against the DQA-FF Capability Toolset	Capability Scores against National Average. If the supplier is not included in the DQA-FF Capability toolset, evaluation will be determined via Third Party Certifying Body report		Used for all applicants to aide short list and overall winner.	
9	<b>Interview</b>	Presentation and questions by Judging panel	If the evidence provided by the top SME and top Large supplier is very close, you may be invited to a judging panel interview.		Used only as a discriminator for overall winner.	