

**MEW - NATIONAL EXCELLENCE AWARD FOR ENERGY CONSERVATION  
(Year 2011)**

**CHECK-LIST**

(Please mark the appropriate boxes as applicable to your organization)  
You may support your evidence with appropriate documents.

***Criterion 1: Institutional Policy, Planning and Commitment towards Energy Conservation***

**Sub-criteria:**

**i) Do leaders develop organization vision, mission and values? If yes, how?**

- By personal active involvement
- By interaction with employees
- Based upon customer feedback
- Others, please specify:

**II) Are policies and strategies formulated? If yes, how?**

Based on:

- Developed vision and mission
  - Vision and mission are clearly defined
  - Vision and mission communicated properly to all employees
- Needs and expectations of shareholders, customers & community (society):
  - By collection and analysis of information obtained from the market
  - By understanding the needs and expectations of customers and shareholders side by side
  - Others, please specify:
- Information from performance measurement and research:
  - Output from internal performance indicators
  - Output from research; understanding the development in the market place including competitor activity
  - Economic and demographic indicators
  - Others, please specify:

**iii) Are policies and strategies developed, reviewed and updated on a regular basis? If yes, how?**

- In line with the company's vision, mission and values
- By continuous monitoring of internal and external factors affecting the operation of the unit
- Others, please specify:

**iv) Are policies and strategies communicated and implemented? If yes, how?**

- By identifying and designing key work systems and reviewing its effectiveness periodically
- By planning activities based on objectives and targets
- Others, please specify:

**v) Are organization's assets managed effectively? If yes, how?**

- By utilizing assets to meet laid down strategies
- By optimal use and consumption of resources and utilities
- By identifying new methods of production and replacing old technology with new ones
- Others, please specify:

**vi) Are Leaders involved in development of its management system? If yes, how?**

- By ensuring a work system is developed
- By ensuring the work system is implemented for proper and effective measurement, review improvement of key results
- Others, please specify:

**vii) Are Leaders involved with customers and partners? If yes, how?**

- By meeting, understanding and responding to needs and expectations of customers and partners
- By recognizing contributions of concerned parties to the business
- By actively participating in business chambers and associations
- By participating in professional bodies, conference and seminars

Others, please specify:

viii) **Are the organization's employees motivated, supported and recognized by the leaders?. If yes, how?**

By personally communicating to the employees the organization's vision, mission, values and the strategies and objectives set forth to accomplish the same.

By being accessible and responsive to the employees in the process to help them achieve the organization's objectives and targets

Others, please specify:

### **Criterion 2: Organizational Development and Deployment**

#### **Sub-criteria**

1) **Is organizational structure designed and implemented? If yes, how?**

By integration of customer focus

By incorporating quality values into management and supervision

With responsibility to the public health, safety environmental protection

Others, please specify:

ii) **Is work plan (financial, marketing, human resources, operations, quality etc.) developed and implemented? If yes, how?**

Short term plan

Medium term plan

Long term plan

Implementation of quality and performance requirements

Others, please specify:

### **Criterion 3: Operational Information Dissemination and Utilization**

#### **Sub-criteria:**

i) **Is information base effectively set-up?**

Yes

No

Others, please specify:

ii) **Are operational information disseminated and utilized?**

Yes

No

Others, please specify:

iii) **Are quality and performance related data and information analyzed and used? If yes for what purpose?**

- For planning day to day management and evaluation of quality
- For comparison with competitor products
- Others, please specify:

**Criterion 4: *Employees Development***

**Sub-criteria:**

i) **Are human resources planned, managed and improved? If yes, how?**

- By developing human resource policies, strategies and plans
- By using employee surveys and other forms of employee feedback
- Others, please specify:

ii) **Are employees actively involved and empowered? If yes, how?**

- By encouraging and supporting employee participation in improvement activities
- By encouraging and supporting employee's involvement through in-house seminars
- Others, please specify:

iii) **Do employees and the management have a democratic dialogue? If yes, how?**

- By developing and using the following communication channels:
- Top down
- Bottom up
- Horizontal
- Others, please specify:

iv) **Do you recognize and reward employees? If yes, how?**

- By proper remuneration, redeployment, etc.
- By extending benefits e.g. health care, child care, transport
- Others, please specify:

**Criterion 5: Work System and Standardization towards energy conservation**

**sub-criteria:**

**i) Are work systems designed and standardized? If yes, how?**

- By following key processes
- By applying to standards to meet quality, energy & environment management and occupational health and safety systems in process
- Others, please specify:

**ii) Is standard work system implemented and continuously improved? If yes, how?**

- By identifying and prioritizing opportunities for improvement
- By obtaining feedback on performance results and research
- Others, please specify:

**iii) Are products and services designed, developed, produced, delivered and serviced? If yes, how?**

- By using market research, customer surveys and other forms of feedback
- By producing products and services in line with designs and developments
- Delivering products and services to customers in time
- Others, please specify:

**iv) Is customer relationships managed and enhanced? If yes, how?**

- By active involvement with customers
- By positively responding to feedback received from day to day contacts including complaints by using regular surveys, other forms of data gathering system.
- Others, please specify:

**Criterion 6: Customer Satisfaction and Relationship**

**sub-criteria:**

**i) Are customers' perceptions of the organization obtained regularly? If yes, how?**

- By customer surveys
- Through focus groups
- Others, please specify:

ii) **What are the performance indicators of the organization with respect to the followings:**

	Excellent	Good	Satisfactory
Overall image	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Products and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sales and after sales support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loyalty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others, please specify:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Criterion 7: Employees Satisfaction**

**Sub-criteria:**

i) **Job satisfaction and motivation:**

➤ Do you obtain perception measures of employees? If yes, how?

- By carrying out surveys
- By having focus groups
- By conducting interviews
- Others, please specify:

➤ What are the performance indicators for employees regarding?

	Excellent	Good	Satisfactory
Achievements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motivation and involvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services provided to the employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Criterion 8: Performance Results**

**Sub-criteria:**

i) **What were the key performance outcomes during the last three fiscal years?**

- |  |               |               |               |
|--|---------------|---------------|---------------|
|  | <u>2008 /</u> | <u>2009 /</u> | <u>2010 /</u> |
|--|---------------|---------------|---------------|
- Non-financial outcomes:
- Volume of sales,
  - Market share (estimated), %
  - Others, please specify:

- Financial outcomes:                      2008 /                      2009 /                      2010 /
- Sales, Afs
  - Net profit, Afs
  - Share price, Afs
  - Dividends, Afs
  - Others, please specify:

ii) How are the key performance indicators during last three fiscal years

- Work system:                      2008 /                      2009 /                      2010 /
- Energy Consumption
  - Defect rate
  - Others, please specify:

➤ Materials:

- Utilization
- Inventory turnover
- Utility consumption
- Others, please Specify:

➤ Financial:

- Return on equity, %
- Return on Investment%,
- Others, please specify:

**Criterion 9: Future Plans**

**Sub-criteria:**

**i) Do you have future plans in place with respect to/in context of the following?**

- Changing global business environment and emerging trends
- Target market segment
- Future capacity needs of the organization
- Others, please specify:

**ii) Have you developed a strategic plan for future? If Yes, how do you plan to implemented them?**