

# GNBS National Quality Awards Handbook 2025



ISO 9001:2015 CERTIFIED  
ISO/IEC 17025:2017 ACCREDITED

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# OVERVIEW

The **National Quality Awards (NQA) Programme**, launched in **2017** by the **Guyana National Bureau of Standards (GNBS)**, is the country's first quality systems-based awards programme. It recognizes local companies that demonstrate excellence in applying standards and quality systems in the production of goods and delivery of services. By promoting competitiveness, sustainability, and growth, the NQA encourages businesses to strive for excellence and enhance their impact both locally and internationally.

In **2021**, the programme was strengthened with revised **award categories** and a heightened emphasis on **sustainability** and **safety**, reflecting the evolving priorities of the business landscape. These updates have solidified the NQA's role in fostering innovation, environmental responsibility, and operational excellence among Guyanese businesses.

The **2023 NQA Programme** was a significant milestone, attracting **60 major companies** competing for the prestigious NQA title for quality. This record participation demonstrated the increasing recognition of quality management as a critical factor for business success in Guyana and highlighted the NQA's impact in promoting a culture of continuous improvement.

As GNBS looks toward **2025**, it remains focused on maintaining the programme's **robustness** while driving improvements that enhance its effectiveness and relevance. The NQA continues to serve as a platform for acknowledging outstanding achievements and supporting local businesses in their pursuit of quality, innovation, and global competitiveness.

The NQA is hosted biennially during **National Quality Week** in October, which aligns with **World Standards Day on October 14**. These ceremonies honour businesses that exemplify exceptional quality practices, contributing to the overall advancement of standards and quality in Guyana.

# WHO IS THE NQA PROGRAMME FOR?

## THE NQA PROGRAMME IS OPEN TO ENTITIES OPERATING IN:

- Manufacturing Sector
- Services Sector (Financial, Tourism and Hospitality, Professional Services, etc.)
- Small Businesses (Small enterprises involved in manufacturing or service)
- Micro/Agro Processing (Micro enterprises involved in primarily producing agro-processed products)

### Manufacturing

These are organisations/companies/businesses involved in the physical or chemical transformation of materials, substances or components into new products. Materials, substances, or components are products of large-scale agricultural, forestry, fishing, mining, quarrying, or other manufacturing activities.



### Services

These are organisations/companies/businesses that earn revenue through providing intangible products and services. Business activities include banks, hotels, education, health, ICT services, communications, telephone service, electrical service, fuel distribution, shipping, transportation, etc.)

# WHO IS THE NQA PROGRAMME FOR?

## **Small Business Manufacturing**

These are small enterprises that are involved in the small-scale production of goods for sale. (Furniture, Jewellery, Garments, Crafts, etc.) Enterprises qualify if they :

- Have 25 or less employees
- Earn 60 Million Dollars or less per annum
- Have assets of 20 Million Dollars or less

## **Small Business Service**

These are small enterprises that are involved in the small-scale production of services for sale (medical laboratories, restaurants, bed and breakfasts, electrical service providers, plumbing, transport services, tour operators, etc.). Enterprises qualify if they carry:

- Have 25 or less employees
- Earn 60 Million Dollars or less per annum
- Have assets of 20 Million Dollars or less

## **Microbusiness/Agroprocessors**

In recognition of micro enterprises that focus primarily on agro-processing, this category was introduced to promote the agriculture sector. These are micro entities that are involved in the small-scale production of agro-processed products. (jams and jellies, sauces, fruit mixes, salted fish and seafood, juices, packaged eggs, local sweets, chips, etc.). Enterprises qualify if they carry:

- Have 10 or less employees
- Earns 40 Million Dollars or less per annum

# BENEFITS

## The National Quality Awards Programme:

- Provides a comprehensive assessment of businesses.
- Enhances the quality and competitiveness of Guyanese products and services.
- Allows businesses to promote continuous improvements, health and safety, quality, customer service, leadership and sustainable practices.
- Fosters greater consumer confidence and satisfaction in goods and services.
- Provides recognition of businesses and also a tool for promotion.

## ELIGIBILITY CRITERIA

### All organisations must possess at least one of the following:

- Have a valid Business registration from the Deeds Registry.
- Valid tax compliance from the Guyana Revenue Authority.
- Valid National Insurance compliance from the National Insurance Scheme.
- Approval of completed application

## WILLINGNESS TO HAVE BUSINESS ASSESSED

All businesses must also possess at least one of the following or have them in place by the close of the application period:

- Documented Standard Operating Procedures
- Documented Processes
- Quality Manual/Policy Manual
- Agro-processors - Best Practices Manual or Flowchart or some form of documented evidence to illustrate consistency

## AWARDS CATEGORIES

- Manufacturing
- Services
- Small Business (Manufacturing & Services)
- Micro Business/Agro Processing

# AWARDS CRITERIA

The criteria for the GNBS NQA are primarily based on the Quality Management Principles of ISO, requirements of the ISO 9001:2015 standard and environmental and safety Guidelines.

## Quality Management Principles

- Customer Focus
- Leadership
- Engagement of People
- Process Approach
- Improvement
- Evidence-Based Decisions
- Relationship Management
- Staff Competence

## Environmental Guidelines

## Safety Guidelines

<b>Prizes to be awarded for the National Quality Awards</b>			
<b>Manufacturing</b>	<b>Services</b>	<b>Small Business</b>	<b>Micro Business/Agro processing</b>
<b>Overall Winner</b>	<b>Overall Winner</b>	<b>Overall Winner Manufacturing and Services</b>	<b>Overall Winner</b>
<b>Customer Focus</b>	<b>Customer Focus</b>		
<b>Continuous Improvement</b>	<b>Continuous Improvement</b>		
<b>Health and Safety</b>	<b>Health and Safety</b>		
<b>Environmental Initiatives</b>	<b>Environmental Initiatives</b>		



# NQA APPLICATION PROCESS

The application period for the **National Quality Awards (NQA) Awards Programme** will be opened on **February 25, 2024**.

Organisations interested in applying for the NQA MUST fill out the application form available from the hyperlink below or visit the GNBS website <https://gnbsgy.org/national-quality-awards-programme> or forms can be lifted from the GNBS Head office or Sub-offices in various Administrative regions.

- **[NQA Application form](#)** (Click here)

Or  
Scan me for an Application form



For further information or assistance, you may contact the **GNBS Marketing Department** at [marketing@gnbsgy.org](mailto:marketing@gnbsgy.org)



# NQA APPLICATION PROCESS

## APPLICATION SUBMISSION AND DEADLINE

### Paper

Completed application forms can be sent via hard copy in sealed envelope packages addressed with the following information:

### **NATIONAL QUALITY AWARDS APPLICATION FORM**

**The Executive Director**

**Guyana National Bureau of Standards**

**Track MB, Block B, National Exhibition Centre, Sophia, Georgetown,  
Guyana.**

### Electronic

Application can also be completed and sent via e mail to [marketing@gnbsgy.org](mailto:marketing@gnbsgy.org) with the subject NATIONAL QUALITY AWARDS APPLICATION FORM

### **Application and award fees to participate in National Quality Awards are:**

- Manufacturing and Services - **\$10,000.**
- Small Business (Manufacturing & Services) - **\$5,000**
- Micro/Agro Processing- **\$5,000**

### **Payments can be made via**

- Cash
- Cheque ( payable to Guyana National Bureau of Standards)
- Bank transfer/wire transfer
- MMG

# FREQUENTLY ASKED QUESTIONS

## Who can apply?

Organisations operating in the manufacturing, services, small business and micro/agro processing sectors are eligible to participate.

## When is the deadline for submitting applications to participate in the NQA Programme?

Applicants are required to submit completed application packages no later than **March 31, 2025**.

## What does it cost to participate in the NAQ Programme?

Application and Processing fees to participate in National Quality Awards are:

- Manufacturing and Services - **\$10,000**.
- Small Business (Manufacturing & Services) - **\$5,000**
- Micro/Agro Processing- **\$5,000**

## Who are excluded from participating in the NQA Programme?

Organisations involved in the planning of the NQA and those not meeting the eligibility requirements cannot participate.

## How to apply?

### Paper

Completed application forms can be sent via hard copy in sealed envelope packages addressed with the following information:

### **NATIONAL QUALITY AWARDS APPLICATION FORM**

The Executive Director

Guyana National Bureau of Standards

Track MB, Block B, National Exhibition Centre, Sophia, Georgetown, Guyana.

# FREQUENTLY ASKED QUESTIONS

## **Where can I access the application forms?**

The application on is available from the GNBS website;

<https://gnbsgy.org/national-quality-awards-programme> or forms can be lifted from the GNBS Head office or Sub-offices in various Administrative regions.

## **What will happen after I apply?**

The submitted application package will be evaluated to determine eligibility. Once this process is completed the organisation will be notified that they have gained successful entry into the programme.

After being eligible to participate, an onsite assessment exercise will be scheduled and a copy of your organisation's quality manual/ policy manual or other similar documents will be requested for the assessment.

The awardees will be selected by independent Evaluation Panel using information generated from the assessment exercise.

Participants will be notified on the assessment findings and if they have been selected as an awardee.

An award ceremony will then be held in October 2025, where the winners will be awarded in the manufacturing, service, small business and micro/agro processing sectors.

## **What do winners receive?**

- The NQA Trophy
- Industry recognition
- Promotion by the GNBS

# FREQUENTLY ASKED QUESTIONS

## **All qualified participants will receive:**

- Certificate of Eligibility
- A brief report on the findings of the NQA assessment

## **How will my company documents and information be treated?**

All information obtained during the course of the National Quality Awards Programme will remain confidential in accordance with the non-disclosure agreement which governs the GNBS. The assessment report and its findings are only for internal purposes related to the National Quality Awards Programme.

# CALENDAR OF EVENTS FOR NQA 2025

No.	ACTIVITY	TIMELINE
1	The Launch of NQA	February 25, 2025
2	Applications by Business	March 1st - 7th
3	Review of Applications	March
4	Set Assessment Schedule	March 14th
5	Selection of Evaluators	January
6	Conduct Assessments	March-July
7	Evaluation of Assessment Reports	April-July
8	Final Review	August
9	Selection of Winners	August
10	Notification of Winners	September
11	Publication of Results	October
12	National Quality Awards Ceremony	October
13	Promotion of Awardees	Continuous

**For further information regarding  
The National Quality Awards Programme  
Please Contact:**

## **GUYANA NATIONAL BUREAU OF STANDARDS**

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Guyana.

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**Scan me more information on the GNBS**

