



## Scandinavian Service and Quality Award and Quality Award

Company name:

Enter	here

## **SSQ Award Quality Planning Document 2017**

The SSQ Award jury will evaluate all participants' quality plans that are fully completed. It's not about writing as much as possible, on the contrary, a concise well explained description will be much easier for the jury to grasp. (Eventual attachments will NOT be forwarded to the jury). The perspectives are; Quality management, Guest focus, Employee focus, Environment management, Social responsibility and Financial management. SSQ may verify or request verification of the information provided by the participants in this quality planning documentation.

The jury will evaluate the participants' quality planning documents by the following criteria: SUSTAINABLE, INNOVATIVE, SUCCESSFUL, ROLE MODEL FOR THE INDUSTRY.

The participants' business concept/idea:		
Vision:		
VISIOII.		
Target group:		
Out to the		
Strategies:		
The prioritized actions for improvement included in the participants' action plans, as described in de employees within the organization.	tail in the respective perspective, has been or will be	communicated to all concerned
The quality planning document has been developed, date:	Title:	
by, name:	e-mail address:	

Perspective: Quality I	management		2/10
Currently the participant has the following quality			
certificates:	Scope (departments that are certified)	The latest revi	sion was year/month:
The establishment should have a competent and experienced per establishments' quality coordinator should be competent in quality priorities, time schedule and responsibilities.			
Does the establishments' quality coordinator have the require	ed competence in quality management and/or environn	nent management systems?	Select alternative
Name and short description of the quality coordinators' response	onsibility:		
Describe how you assure that all processes in the operations	are developed with the guest in focus (including main	itenance, security and cleaning)	) <b>.</b>
Describe the establishments' procedures for self assessment	of hygiana and temperatures when preparing storing	and serving provisions	
procedures for sen assessment	or nyglene and temperatures when preparing, storing	and serving provisions.	
Which of your actions are you most proud over having accom	pplished during the last year in this perspective?		
Which problems (improvement areas) has been discovered by	y the self assessments? List the 3 most important prol	plems that the establishment ca	n change/improve.
Problems/areas for improvment of the establishments' quality			
area:	Rooth causes discovered	Planned change date:	Responsible person:
	Select alternative		
	Select alternative		
	Select alternative		

Guest focus 3/10

Describe <b>HOW</b> you <b>SELECT MEASURES</b> and se	et <b>GOALS</b> for ye	our <b>GUEST</b> RE	ELATIONS.				
ne establishment should at least once per year o uest survey should include questions about rese ocedures for systematically managing spontanu	ervation, check-	in, conference,	accomodation (if applicable), F&B and ched	ck-out. The establi	ishment should a		
escribe your process for managing custome nd via the establishment's sociala media (FB					one, e-mail, the	establishment's	homepage
ist your qualitative as well as quantitative me	easures and go		T-1	1	1	1	Cool
Surveys/KPI's:	Measure	Number of Responses	The survey/measurement was conducted by:	Results 2014	Results 2015	Results 2016	Goal 2017/2018
Guest survey	Index						
Mystery Shopping	Index						
Guest contacts (tel/mail/webb)	Index						1
Spontanuous guest opinions via:	Comments by whom:	summarized	Guests receive response from whom:	Ca: Number 2014	Ca: Number 2015	Ca: Number 2016	
Comment Cards at the establishment							
Personal contacts at the establishment							1
domepage/e-mail/telephone to the establishment							1
Own social media channels (TB, Twitter etc.)							1
ia rating sites, TripAdvisor etc.							1
							1
							1

	Of all spontanuous guest	Ca: Number 2014	Ca: Number 2015	Ca: Number 2016	Goal for next 12 months	
	DISSATISFIED:					
				Index 2016:	#DIVISION/0!	
Which of your actions are you most proud over h	aving accomplished du	uring the last year in this perspective?				
Problems/areas for improvment of the establishm	nents' quality in this					
area:		Rooth causes discovered	Planned action	n date:	Responsible p	erson:
		Select alternative				
		Select alternative				
		Select alternative				

Perspective:	Employee focus	5/10

As many as possible of the employees at the establishment should be involved in the work with continuous improvements. Employee surveys should be performed at least annually to measure improvement areas in the employee perspective.

Describe HOW you SELECT MEASURES and set GOALS for your EMPLOYEE INVOLVEMENT AND COMPETENCE DEVELOPMENT.								
Describe how you involve the employees in the	establishmen	t's quality pr	ocesses.					
Describe how the employees are involved in pla	nning the acti	ons for impr	ovement.					
Describe how you identify the need for training	based on the	results of yo	ur surveys a	and customer complaints.				
Total number of employees during the last 12 months:	Total number the last 12 m		s during	Number of employees converted to full time:				
monuis.	life last 12 life	onuis.		Converted to run time.				
List your qualitative as well as quantitative mea	sures and goa		The aumieu	des a a company and one a	Т			Goal
Surveys/KPIs:	Measure	Number of Responses	conducted	/measurement was by:	Results 2014	Results 2015	Results 2016	2017/2018
Employee survey	Index							
Manhours training per employed person	Number of ho							
Employee turnover	% of total num							
Employee sick absence	% of total num							
	1	1				<u> </u>	1	1

Which of your actions are you most proud over having accomplished during the last year in this perspective?							
Problems/areas for improvment of the establishments' quality in this							
area:	Rooth causes discovered	Planned action date:	Responsible person:				
	Select alternative						
	Select alternative						
	Select alternative						

Perspective:		ment ma	anagement				7/10	
Currently the participant has the following environments:	ronmental	Scope (den	partments that are certified)		The latest revis	sion was year/m	onth:	
						The latest revision may your menum		
Describe <b>HOW</b> you <b>SELECT MEASURES</b> and set	GOALS for yo	our ENVIRON	MENTAL WORK.					
List your qualitative as well as quantitative mea	sures and go	Number of	The survey/measurement was	T			Goal	
Surveys/KPI's:	Measure	Responses	conducted by:	Results 2014	Results 2015	Results 2016	2017/2018	
Which of your actions are you most proud over	having accor	mplished dur	ing the last year in this perspective?					
Problems/areas for improvment of the establish	nments' qualit	y in this						
area:	•	-	Rooth causes discovered	Planned chang	je date:	Responsible p	erson:	
			Select alternative					
			Select alternative					
			Select alternative					

Perspective:	Social responsibility	8/10
The establish	ament should offer good hospitality and facilitate for all guests at the establishment, regardless of gender, age, disability, nature or language. Information on	a choice of local

The establishment should offer good hospitality and services and products (digitally or brochures/flyers) products and services that are offered, (origin and h	should be avai	ilable to gues	ts. Important information should be available	in English. The e			
Describe <b>HOW</b> you <b>SELECT MEASURES</b> and set	GOALS for you	ır <b>SOCIAL R</b> I	ESPONSIBILITY.				
Describe how the establishment facilitates for g	uests that can	not read/spe	eak the local language.				
Describe how the cotablishment for third of any		-l-!!!!!					
Describe how the establishment facilitates for g	uests with dis	abilities.					
Describe how the establishment assures that th	o products an	d sorvices a	ro produced in a sustainable way, and in	which way local	produces are su	innorted	
Describe now the establishment assures that th	e products an	u services a	e produced in a sustamable way, and in	willch way local	produces are su	ipporteu.	
Describe in which way the establishment is part	icipating in ch	narity project	S.				
List your qualitative as well as quantitative mea		Number of	The survey/measurement was				Goal
Surveys/KPI's:	Measure	Responses	conducted by:	Results 2014	Results 2015	Results 2016	2017/2018
				4			

Which of your actions are you most proud over having accomplished during the last year in this perspective?						
	_					
Problems/areas for improvment of the establishments' quality in this						
area:	Rooth causes discovered	Planned change date:	Responsible person:			
	Select alternative					
	Select alternative					
	Select alternative					

## Perspective: Financial management 10/10

The establishment should have structured procedures for continuously planning and following up the financial development. The establishment should conduct after sales calculations and take action on waste problems. All employees should have knowledge about the companys' financial impact of their work.

take delien on waste problems. All on	proyecte driedia nave knowledge about	and company's imanoiar impact of aron work					
Describe HOW you SELECT MEASU	RES and set GOALS for being a SUST	AINABLE FINANCIAL COMPANY.					
List your qualitative as well as quan			1		4	1	
	Measure					Goal	
Key figures:	(index, % of X?)	The follow up was conducted by:	Results 2014	Results 2015	Results 2016	2017/2018	
Turnover							
Profit					1		
					-		
					1		
					-		
			•		•	•	
Which of your actions are you most	proud over having accomplished di	uring the last year in this perspective?					
					1		
Problems/areas for improvment of the establishments' quality in this							
area:		Rooth causes discovered	Planned chang	Planned change date:		Responsible person:	
		Select alternative					
		Select alternative					
		Select alternative					