

QPD 2017



Scandinavian Service 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:

Target group:

Strategies:

The prioritized actions for improvement included in the participants' action plans, as described in detail in the respective perspective, has been or will be communicated to all concerned employees within the organization.

The quality planning document has been developed, date: _____

Title: _____

by, name: _____

e-mail address: _____

Currently the participant has the following quality certificates:

Scope (departments that are certified)

The latest revision was year/month:

The establishment should have a competent and experienced person responsible for the establishments' processes, to be documented, followed and developed when required. The establishments' quality coordinator should be competent in quality management and/or environment management systems. Action plans should be updated at least annually and include priorities, time schedule and responsibilities.

Does the establishments' quality coordinator have the required competence in quality management and/or environment management systems?

Select alternative

Name and short description of the quality coordinators' responsibility:

Describe how you assure that all processes in the operations are developed with the guest in focus (including maintenance, security and cleaning).

Describe the establishments' procedures for self assessment of hygiene and temperatures when preparing, storing and serving provisions.

Which of your actions are you most proud over having accomplished during the last year in this perspective?

Which problems (improvement areas) has been discovered by the self assessments? List the 3 most important problems that the establishment can change/improve.

Problems/areas for improvment of the establishments' quality in this area:	Root causes discovered	Planned change date:	Responsible person:
	Select alternative		
	Select alternative		
	Select alternative		

Total number of guests:	Of all spontaneous guest opinions each year, this many has been DISSATISFIED:	Ca: Number 2014	Ca: Number 2015	Ca: Number 2016	Goal for next 12 months
				Index 2016:	#DIVISION/0!

Which of your actions are you most proud over having accomplished during the last year in this perspective?

Problems/areas for improvement of the establishments' quality in this area:	Root causes discovered	Planned action date:	Responsible person:
	Select alternative		
	Select alternative		
	Select alternative		

Which of your actions are you most proud over having accomplished during the last year in this perspective?

6/10

Problems/areas for improvement of the establishments' quality in this area:	Root causes discovered	Planned action date:	Responsible person:
	Select alternative		
	Select alternative		
	Select alternative		

Perspective:

Environment management

7/10

Currently the participant has the following environmental certificates:

Scope (departments that are certified)

The latest revision was year/month:

Describe **HOW** you **SELECT MEASURES** and set **GOALS** for your **ENVIRONMENTAL WORK**.

List your qualitative as well as quantitative measures and goals below.

Surveys/KPI's:	Measure	Number of Responses	The survey/measurement was conducted by:	Results 2014	Results 2015	Results 2016	Goal 2017/2018

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:

Root causes discovered

Planned change date:

Responsible person:

	Select alternative		
	Select alternative		
	Select alternative		

Which of your actions are you most proud over having accomplished during the last year in this perspective?

9/10

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		

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.

Describe **HOW** you **SELECT MEASURES** and set **GOALS** for being a **SUSTAINABLE FINANCIAL COMPANY**.

List your qualitative as well as quantitative measures and goals below.

Key figures:	Measure (index, % of X?)	The follow up was conducted by:	Results 2014	Results 2015	Results 2016	Goal 2017/2018
Turnover						
Profit						

Which of your actions are you most proud over having accomplished during the last year in this perspective?

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:	Root causes discovered	Planned change date:	Responsible person:
	Select alternative		
	Select alternative		
	Select alternative		