

Allied Supplier of the Year Criteria

1. **Sustainability:**

- Demonstration of sustainable business practices, such as environmental responsibility, waste reduction (especially packaging), energy efficiency, and carbon footprint reduction.
- Use of sustainable materials or alternatives, commitment to ethical sourcing, and compliance with relevant sustainability standards.

2. **Process Improvement:**

- Implementation of innovative process improvements that enhance efficiency, reduce costs, or streamline operations.
- Evidence of continuous improvement initiatives, such as lean methodologies, *Six Sigma, or other process optimisation methodologies.

3. **Innovation:**

- Introduction of innovative products, technologies, services or solutions that bring added value to the industry or customer.
- Evidence of research and development efforts, patents, or collaborations that demonstrate a commitment to innovation.

4. **Account Management:**

- Effective communication and responsiveness to customer needs and inquiries.
- Proactive management of customer accounts, including timely resolution of issues, effective order management/service provided, and accurate invoicing.

5. **Industry Collaboration:**

- Engagement with industry associations, participation in industry events and trade days, and collaboration with industry stakeholders.
- Contributions to industry-wide initiatives, knowledge sharing, and the promotion of best practices within the industry.

6. **Customer Service:**

- Excellence in customer service, including prompt, accurate and courteous responses, effective problem-solving, and a customer-centric approach.
- Customer satisfaction ratings, feedback, and testimonials can provide evidence of outstanding customer service.
- Responsive to online enquiries through website and social media

7. **Quality Assurance:**

- Consistent delivery of high-quality products or services that meet or exceed industry standards.
- Compliance with relevant quality certifications or standards. This includes but is not limited to product certifications, service quality standards, environmental sustainability certifications, and any other relevant industry-specific accreditations

8. Supply Chain Reliability:

- Consistent and on-time delivery of products or services.
- Effective management of supply chain and service delivery: The nominee should demonstrate excellence in managing the supply chain and/or service delivery processes. This includes efficient inventory management, logistics, order fulfillment, and ensuring timely and high-quality service delivery to customers.

9. Value for Money:

- Providing products or services that offer competitive pricing and deliver value for money.
- Evidence of cost-saving measures or initiatives that contribute to cost efficiency.

10. Areas of Responsibility and Communications:

- Clearly defined areas of responsibility and job descriptions for efficient operations.
- Effective internal communications among staff members.
- Communication of the business's strategic plan to all staff members.

11. Human Resources and Training:

- Focus on human resources, including compliance with employment laws and policies/procedure for physical and mental wellbeing
- Regular staff meetings to foster communication and teamwork.
- Regular performance reviews and feedback sessions to ensure continuous improvement.
- Ongoing training and development programs for staff members as well as career progression opportunities

12. Business Operations

- Development and implementation of a short and long-term business plan.
- Strong financial management and adherence to relevant financial standards.
- Adherence to ethical business practices, including honesty, integrity, and transparency in all business dealings.
- Compliance with laws, regulations, and industry standards related to ethics and corporate governance.
- Establishment and monitoring of key performance indicators (KPIs) to measure productivity and profitability.

13. Marketing:

- Identification of target market sectors and understanding customer needs.
- Development and implementation of a comprehensive marketing plan with clear objectives and consistent branding.
- Effective use of social media platforms for marketing with regular and engaging content (mix of informative and promotional)
- Well-maintained and informative website with good usability and e-commerce capability
- Effective digital marketing strategies, including SEO, email marketing, and content marketing.

Allied Supplier of the Year Scoring Sheet

Section	Criteria	Well Below Average (1)	Below Average (2)	Satisfactory (3)	Above Average (4)	Well Above Average (5)	Comments
Sustainability	1. Demonstration of sustainable business practices, such as environmental responsibility, waste reduction (especially packaging), energy efficiency, and carbon footprint reduction.						
	2. Use of sustainable materials or alternatives, commitment to ethical sourcing, and compliance with relevant sustainability standards.						
Process Improvement	3. Implementation of innovative process improvements that enhance efficiency, reduce costs, or streamline operations.						
	4. Evidence of continuous improvement initiatives, such as lean methodologies, *Six Sigma, or other process optimisation methodologies.						

* Six Sigma is a quality management methodology used to help businesses improve current processes, products, or services by discovering and eliminating defects. The goal is to streamline quality control in manufacturing or business processes so there is little to no variance throughout.

Section	Criteria	Well Below Average (1)	Below Average (2)	Satisfactory (3)	Above Average (4)	Well Above Average (5)	Comments
Innovation	5. Introduction of innovative products, technologies, services or solutions that bring added value to the industry or customer.						
	6. Evidence of research and development efforts, patents, or collaborations that demonstrate a commitment to innovation.						
Account Management	7. Effective communication and responsiveness to customer needs and enquiries.						
	8. Proactive management of customer accounts, including timely resolution of issues, effective order management, and accurate invoicing.						
Industry Collaboration	9. Engagement with industry associations, participation in industry events and trade days, and collaboration with industry stakeholders.						
	10. Contributions to industry-wide initiatives, knowledge sharing, and the promotion of best practices within the industry.						

Section	Criteria	Well Below Average (1)	Below Average (2)	Satisfactory (3)	Above Average (4)	Well Above Average (5)	Comments
Customer Service	11.Excellence in customer service, including prompt, accurate and courteous responses, effective problem-solving, and a customer-centric approach.						
	12.Customer satisfaction ratings, feedback, and testimonials that provide evidence of outstanding customer service.						
	13.Responsive to online enquiries through website and social media.						
Quality Assurance	14.Consistent delivery of high-quality products or services that meet or exceed industry standards.						
	15.Compliance with relevant quality certifications or standards. This includes, but is not limited to product certifications, service quality standards, environmental sustainability certifications, and any other relevant industry-specific accreditations.						
Supply Chain Reliability	16.Consistent and on-time delivery of products or services.						
	17.Effective management of the supply chain and service delivery: The nominee should demonstrate excellence in managing the supply chain and/or service delivery processes. This includes efficient inventory management, logistics, order fulfillment, and ensuring timely and high-quality service delivery to customers.						

Section	Criteria	Well Below Average (1)	Below Average (2)	Satisfactory (3)	Above Average (4)	Well Above Average (5)	Comments
Value for Money	18. Providing products or services that offer competitive pricing and deliver value for money.						
	19. Evidence of cost-saving measures or initiatives that contribute to cost efficiency.						
Areas of Responsibility and Communications	20. Clearly defined areas of responsibility and job descriptions for efficient operations.						
	21. Effective internal communications among staff members.						
	22. Communication of the business's strategic plan to all staff members.						
Human Resources and Training	23. Focus on human resources, including compliance with employment laws and policies/procedures for physical and mental wellbeing.						
	24. Regular staff meetings to foster communication and teamwork.						
	25. Regular performance reviews and feedback sessions to ensure continuous improvement						
	26. Ongoing training and development programs for staff members as well as career progression opportunities.						

Business Operations	27. Development and implementation of a short and long-term business plan.						
	28. Strong financial management and adherence to relevant financial standards.						
	29. Adherence to ethical business practices, including honesty, integrity, and transparency in all business dealings.						
	30. Compliance with laws, regulations, and industry standards related to ethics and corporate governance.						
	31. Establishment and monitoring of key performance indicators (KPIs) to measure productivity and profitably.						
Marketing	32. Identification of target market sectors and understanding customer needs.						
	33. Development and implementation of a comprehensive marketing plan with clear objectives and consistent branding.						
	34. Effective use of social media platforms for marketing with regular and engaging content (mix of informative and promotional)						
	35. Well-maintained and informative website with good usability and e-commerce capability.						
	36. Effective digital marketing strategies, including SEO, email marketing, and content marketing.						
Total		/					
Total Overall Score		/					