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Bid for award can set new path

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The ultimate recognition of quality in Canada is the Canadian Awards for Business Excellence Total Quality Award. The competition for the trophy is intense, and the judging process is rigorous, including a site visit by a team of examiners.

Although there is no cash component to the award, entrants claim that just applying is worthwhile, since it focuses the company's attention on its quality procedures. Winners get exclusive use of the CABC logo, which many view as a competitive advantage. The CABC Total Quality Award is growing in prestige toward that enjoyed by the U.S. Malcolm Baldrige National Quality Award. The other CABC categories are entrepreneurship, environment, industrial design, innovation, invention, marketing and small business.

There can be as many as three Total Quality winners each year. Last year, two companies emerged on top: the **General Motors of Canada Ltd.** Windsor trim plant and the **Texas Instruments Canada**

Ltd. materials and controls group in Richmond Hill, Ont.

This year there are three finalists, with the winners to be announced on Nov. 30. **Ford Electronics Manufacturing Corp.** in Markham, Ont., the **IBM Canada Ltd.** Toronto manufacturing plant, and **NCR Canada Ltd.**'s imaging systems division, Waterloo, Ont. plant all earned finalist status.

This 10th anniversary is a transitional year for CABC. Its administration is being taken over by the National Quality Institute, an independent organization funded by government and industry to promote total quality practices. For its first 10 years, Industry and Science Canada managed the CABC program and will continue to oversee the exacting adjudication process.

One of the examiners is quality management consultant David Hutton. Applying for this award, he says, can get a company started on a total quality plan, then keep it going on a quality route.

The article EM9347 reprinted above is used in Figure 11.16 of the STAT 221 Course Materials.