

Sample form, not for offline completion.

Visit <https://ukexcellenceawards.awardsplatform.com> to enter.

Customer Experience

Are your customers at the heart of what you do? Do you understand the journeys your customers go on and how every touch point with the organisation is a moment of truth? Are you continuously striving to make things better for your customer; to respond to their changing needs, find ways of delighting them and always staying ahead of the competition? If you can demonstrate how you are continuously driving the customer experience, we can't wait to see your entry.

Category Sponsor



Entry title (this will be used in our brochure and at the Awards Ceremony). E.g. project name, unique description etc

Contact Us

If you have any questions or need any further information please feel free to contact us at awards@bqf.org.uk

Awards Process

By submitting an entry you are beginning your journey on the BQF Awards process.

Step 1. Submit award entry.

Step 2. Judges will review entries and shortlist candidates.

Step 3. Shortlisted candidates announced.

Step 4. Shortlisted candidates put forward to our judging panel which will give you the opportunity to virtually present to the judges.*

Step 5. Finalists announced.

Step 6. Winners announced at Awards Ceremony.

*For the Patron's Award, you will also be required to produce a short video (with help and guidance) that will be played at the Awards Ceremony.

Please fill in the form below with your details

Your name

Your email address

The email address given here will be the email address used for all correspondence.

I am happy for my email address to be added to the BQF marketing database

Yes

No

Name of Secondary Contact

If you are submitting this entry on behalf of someone else please give the name of that person here or details of a secondary contact. This contact could also be a Project Leader or a person you are nominating.

Secondary Contact email address

If you are submitting this entry on behalf of someone else please give their email address here or that of a secondary contact. This contact could also be a Project Leader or a person you are nominating.

The Secondary Contact is happy for their email address to be added to the BQF marketing database

Yes

No

Organisation Name

Do you have a BQF Membership?

Yes

No

Not sure if your organisation is a member of the BQF? [You can check here.](#)

If you are not a BQF Member do you fall into any of the categories below? (optional)

charity

not for profit organisation

If you have a discount code to use against your award entry fee please add it here (optional)

Please upload a high resolution company logo, in jpeg format 300dpi minimum (optional)



Uploading your logo grants us permission to use this for publication in relation to the UK Excellence Awards.

Please give a brief summary of your award submission

70 words

Uploading your summary grants us permission to use this for publication in relation to the UK Excellence Awards.

How did you hear about the UK Excellence Awards (optional)

▼

Newsletter

BQF Member

Previous Entrant

Boost

August

Podcasts

Google

LinkedIn

Other

To help you answer the questions below we have several resources that may be helpful.

Here are some examples of previous award submissions and supporting evidence that was submitted. [INSERT URL](#)

We also have a toolkit of resources including previous Winner's Showcases, these offer an incredible insight into the journey that award nominees, finalists and winners undertake. [View our toolkit here.](#)

In addition to the answers given to the questions below you can submit one piece of evidence in a format of your choice, please add this into the supporting evidence section. Any links added into supporting evidence will not be viewed by judges.

Section 1: What you achieved

400 words

- What results are you getting and what has the feedback been?
- How are you measuring the benefits?
- How are you sustaining the momentum/ outcomes?

Judging Criteria

- Excellent customer and stakeholder feedback
- Very clear before and after data with balanced metrics
- Did you achieve what you set out to
- Thought and energy has been put into creating outcomes which are sustaining

Section 2: Why you did it

400 words

- Why are you doing what you are doing and what did you hope to achieve?
- How does this initiative support the strategic direction and values of your organisation?

Judging Criteria

- There is a clear rationale for the initiative with clear goals
- There is passion, pride and drive to see the initiative through and make it a success
- The stated aims of the initiative align with the vision and values of the organisation
- Stakeholders are engaged and have a clear understanding of the goals of the initiative

Section 3: How you did it

500 words

- How did you go about achieving the results you did?
- How did you structure your way of working?
- How did you go about involving stakeholders, gaining their buy in and support?
- How did the team pull together to achieve an excellent outcome?

Judging Criteria

- There was a structured approach which supported strong implementation
- Stakeholders were involved, feedback was responded to and there was great feedback at each stage of the initiative
- There was a well structured plan in place at the start of the initiative which was regularly reviewed, revised and followed
- Great teamwork was in evidence at all stages of the initiative
- Risks and issues were well documented and dealt with in a timely manner
- The initiative was excellently executed with attention to both detail and strategic outcomes

Section 4: What you learnt

400 words

- How was learning captured, actioned and shared to benefit others?

Judging Criteria

- Problems were regularly discussed and acted upon
- The team had a structured way of capturing lessons learnt and shared them with other relevant people in the organisation
- There were changes in process or systems as a result of lessons learnt during, and after, implementation
- There were upskilling opportunities available for the project team and associates as part of this initiative
- The team went out of their way to identify improvement opportunities to learn from and share with the wider business

Please use this section to upload your one piece of supporting evidence.

When uploading your supporting evidence please remember:

1. A maximum of **one piece of supporting evidence** can be submitted with your entry.
2. Video attachments may be hosted on a video site such as YouTube or Vimeo.
3. Provide website URLs to the publicly accessible campaign or active URL of a landing page. Please ensure any applicable usernames and passwords are provided and active.
4. Please do not upload any further written material as the judges will not consider these. The written component of your entry should be fully explained within the provided form fields.
5. Any links added into supporting evidence will not be viewed by judges.

Please give any further information we may need to access your attachment e.g. passwords. (optional)