

Judgment Guidelines

Outsourcing Malaysia Excellence Awards 2017



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1. Introduction

This document contains specific details that shall assist judges evaluate submissions for consideration for a host of Excellence Awards as determined by Outsourcing Malaysia. There are a total of 36 Award categories, as below.

Corporate Categories (8)

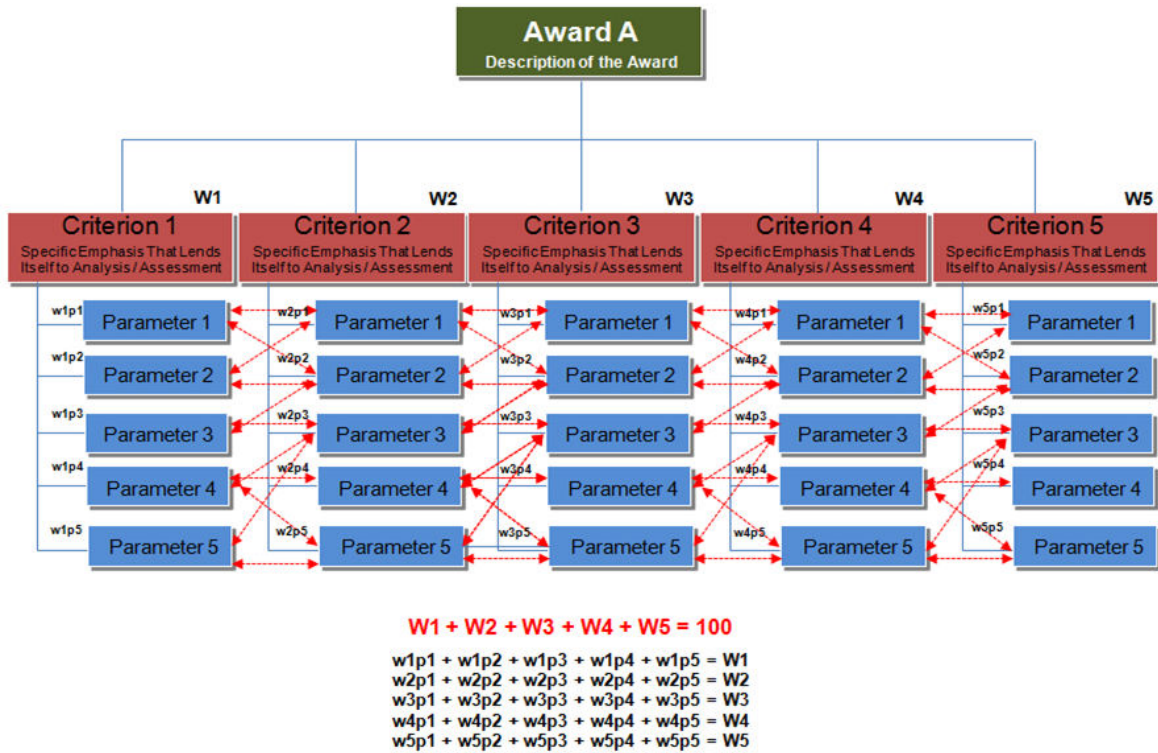
Award Emphasis	Award Focus	Award Name
Operational Excellence	Engagement/ Project	Operational Excellence in Information Technology
		Operational Excellence in Finance & Accounting
		Operational Excellence in Human Resources
		Operational Excellence in Contact Centers
Best Practices	Entire Organization	Best Practices in Information Technology
		Best Practices in Infrastructure Management Services
		Best Practices in Business Process Transformation
		Best Practices in Corporate Social Responsibility

Individual Categories (28)

Categories	IT	F&A	HR	Contact Centers
Best Professional Agent	Y	Y	Y	Y
Best Team Leader	Y	Y	Y	Y
Best Operations Manager	Y	Y	Y	Y
Best Operations Director	Y	Y	Y	Y
Best Transformation Leader	Y	Y	Y	Y
Best Thought Leader	Y	Y	Y	Y
Best Account Manager	Y	Y	Y	Y

2. Award Assessment Structure

The awards are assessed through deployment of a comprehensive, market-aligned “**Sourcing Awards Assessment Set [SAAS]**™”, which is a copyrighted intellectual property of Matryzel Consulting Sdn Bhd (www.matryzel.com), who have been retained by OM as our Advisory Partner. SAAS content adheres to globally accepted **Outsourcing Professional Standards (OPS)** designed by the standards-setting organization IAOP (www.iaop.org). Details on how SAAS works is described below.



For each award category there is an associated SAAS. Essentially the SAAS can be described as under:

- 2.1 Every Award category has a number of Criteria pertinent to the emphasis of the award.
- 2.2 Each criterion has a number of parameters pertinent to the emphasis the criterion places.
- 2.3 Each criterion has a weight attached to it, signifying the importance such criterion has in its ability to contribute to “Excellence” for the stated award.
- 2.4 In turn, each parameter (that forms part of a criterion) has a weight attached to it, signifying the importance such a parameter creates for the criterion to contribute effectively to “excellence” for the stated award.
- 2.5 All criteria weights together combine to form 100% focus.
- 2.6 In turn, all parameter weights per criterion together combine to form the total weight of the criterion’s weight.
- 2.7 The following example describes the above:

2.7.1 Award A has 5 criteria with weights titled W1, W2, W3, W4 and W5.

2.7.2 Lets assume the following:

- 2.7.2.1 W1 = 20
- 2.7.2.2 W1 = 25
- 2.7.2.3 W1 = 20
- 2.7.2.4 W1 = 15
- 2.7.2.5 W1 = 20

2.7.2 Essentially this indicates that $W1 + W2 + W3 + W4 + W5 = 100$

2.7.3 Lets assume that for criterion 1 (with weight $W1 = 20$), there are five parameters. The weights of these parameters combined equal the weight of the criterion, as reflected below.

2.7.3.1 $w1p1 = 4$

2.7.3.2 $w1p2 = 5$

2.7.3.3 $w1p3 = 4$

2.7.3.4 $w1p4 = 5$

2.7.3.5 $w1p5 = 2$

Essentially this indicates that $w1p1 + w1p2 + w1p3 + w1p4 + w1p5 = W1 (20)$

2.8 Each award category has different criteria and associated parameters.

2.9 It therefore becomes pertinent for aspiring organizations to place emphasis on “all the parameters” while responding / submitting their responses.

3. Judgment Guidelines

Following are pertinent for judges.

3.1 Submissions shall come in the form of Submission Forms undertaken online. Once Matryzel receives the Submission Forms, it shall vet them for completeness and accuracy of submission to award.

3.2 For designated awards, judges shall be able to access the relevant Submission Forms and attachments via link www.matryzelsaas.com/judgment

3.3 Judges are expected to review the information furnished by aspirants in their submission forms and the furnished documents in accordance with the explanation provided for each parameter and criterion.

3.4 Judges are expected to then score the responses online to each parameter on a scale of 1 to 5, defined as under:

- Score 1 – Poor or no Evidence
- Score 2 – Does not meet all Parameter Requirements
- Score 3 – Meets all Parameter Requirements
- Score 4 – Meets all and Exceeds Some Parameter Requirements
- Score 5 – Meets and Exceeds all Parameter Requirements Consistently

3.5 Weights for criteria and parameters have been pre-determined. Hence, once the scores are input by judges, the scores shall be automatically calculated for each submission.

3.6 Judges would be scoring responses for each of the parameters for a particular Award category. For e.g. the “Award BPO Engagement of the Year – Vendor” has a total of 9 criteria; Spread across these 9 criteria are a total of 38 parameters. Hence a submission should comprise responses to each of the 38 criteria. Please refer to section 4 below for details on the criteria and parameters.

- 3.7 **Tier I Judgment:** Upon completion of scoring for judgment tier I, Judges should confirm their scores by clicking the Submit button. This would freeze the scores and trigger back-end calculations to arrive at the final score. Please note that there are multiple judges looking at the same application. This is being undertaken to eliminate any personality or familiarity bias. **Upon submission the Judges would have completed their responsibility.**
- 3.8 **Tier II Familiarization & Judgment:** For this judgment, separate judges (not involved in tier I) would be involved. The role here is to listen to presentations made by “two finalists” per “Corporate Award Category”. This presentation involves a 30-minute presentation by the qualifying companies. You are free to ask queries/ questions anytime during their presentation. The intent is to permit judges to discover/ validate more. To facilitate these sessions, judges shall be provided access to the “finalist applications” to familiarize themselves with the specifics of their submissions.
- 3.8 Matryzel shall compile all scores and determine shortlisted applicants for each award category. Such applicants shall be subsequently invited for physical presentation to a different set of judges.
- 3.9 Matryzel shall, upon receipt of final scores from tier II judgment, compile final scores for each Award and rank submissions in order of scores.
- 3.10 In case there is no content/ response for a particular parameter, but the phrase “Not Undertaken” is mentioned, such responses are construed positive in the absence of evidence. A maximum score of 2 is permitted.
- 3.11 In case responses like “Private & Confidential” are stated against a category, such responses are construed negative and debilitating of the Award. Such responses are to be scored 1 only.
- 3.12 The same engagement may be submitted for more than one category subject to clear applicability.

4. Criteria & Parameters

This section provides details of the criteria and parameters for each award category. Specific details on what each parameter means is provided in the Submission Templates for the awards. Below table provides an example of how the Criteria and (attendant) Parameters are structured.

#	Award Category	No. of Criteria/ Parameters	Criteria (Weight)	Criteria (No. of Parameters Employed)
1	BPO Project of the Year	Criteria – 9 Parameters – 38	Solution Deployed (15) Delivery Model (10) Technologies Deployed (8) People Competencies (15) Methodologies (15) Improvements (10) Performance Measures (10) Governance (10) Value Created (7)	Solution Deployed (6) Delivery Model (5) Technologies Deployed (4) People Competencies (5) Methodologies (5) Improvements (3) Performance Measures (4) Governance (4) Value Created (2)

5. Disclaimer

All contents of the Online Engine – Forms, Data, and Intellectual Property – belong to Matryzel Consulting. No unauthorized copying, downloading or sharing is permitted at any time. Matryzel is the sole owner of the Awards Engine and also the administrator of all awards. Further, Matryzel reserves the right to identify, qualify and confirm Judges for each of the Award category. No inquiries relating to the type of Judges, including (but not limited to) inclusion of Judges for the various Awards categories shall be entertained. Any such inquiries or suggestions shall be construed as “efforts to induce and influence” resulting in such organizations being automatically disqualified from the Awards process and Outsourcing Malaysia duly informed to take necessary action.

Any submissions by applicant companies not adhering to the clause on Disqualifications as stated in section 8.4 of the Awards Introduction Document shall be subject to automatic disqualification without any explanations provided therein by Matryzel, our Advisory Partner in this endeavor.

All scores and decisions by Judges are final and binding. No inquiries shall be entertained.

6. Contact for Information

For greater details or further clarifications, please contact the following:

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OR

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