

Submission Guidelines

Outsourcing Malaysia Excellence Awards 2017



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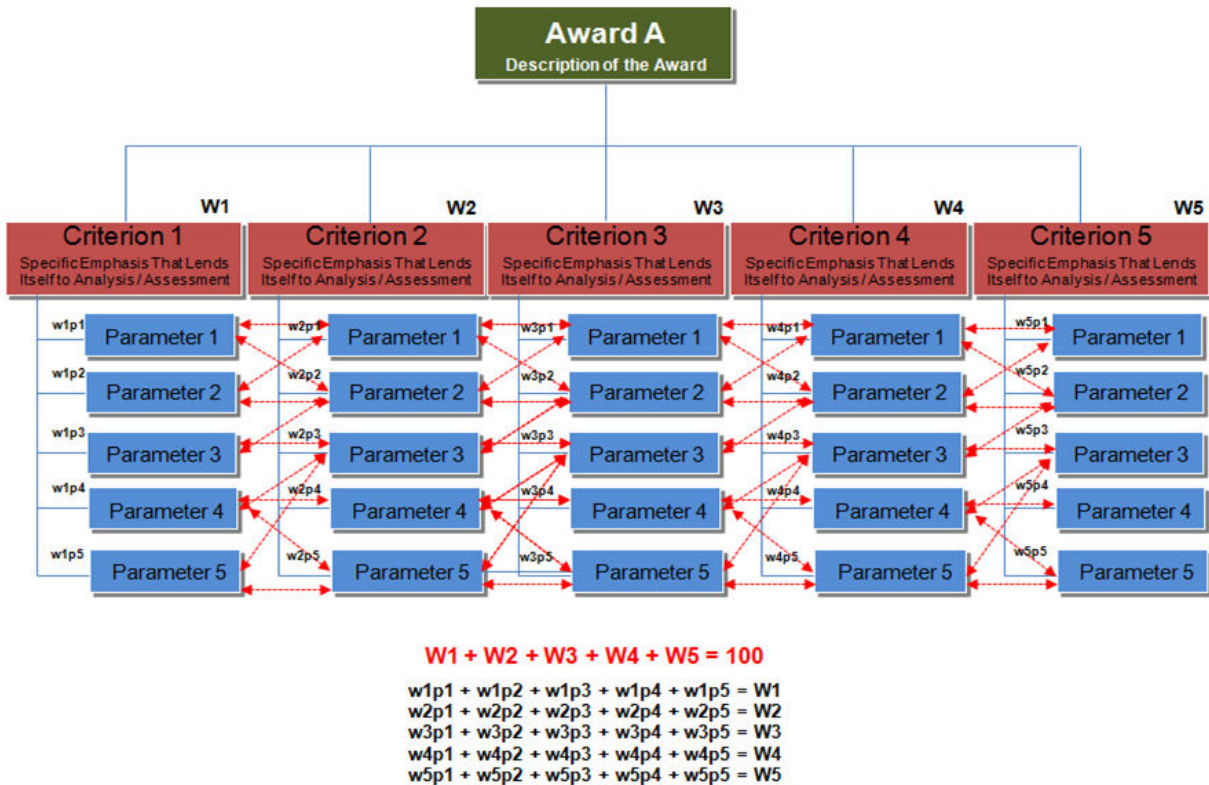
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1. Introduction

This document contains specific details that shall individuals and organizations prepare their submissions for consideration for a host of Excellence Awards as determined by Outsourcing Malaysia.

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 are as 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 | W2 = 25 |
| 2.7.2.3 | W3 = 20 |
| 2.7.2.4 | W4 = 15 |
| 2.7.2.5 | W5 = 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. Submission Guidelines

Following are pertinent.

- 3.1 Any incomplete submissions shall be summarily rejected.
- 3.2 Some parameters may be determined as not applicable by aspiring companies. In such cases please ensure that a statement to that affect is clearly furnished.
- 3.3 The Submission form requires that aspirants provide detailed textual responses to each parameter stated in the form.
- 3.4 All claims are to be substantiated with documentary evidence.

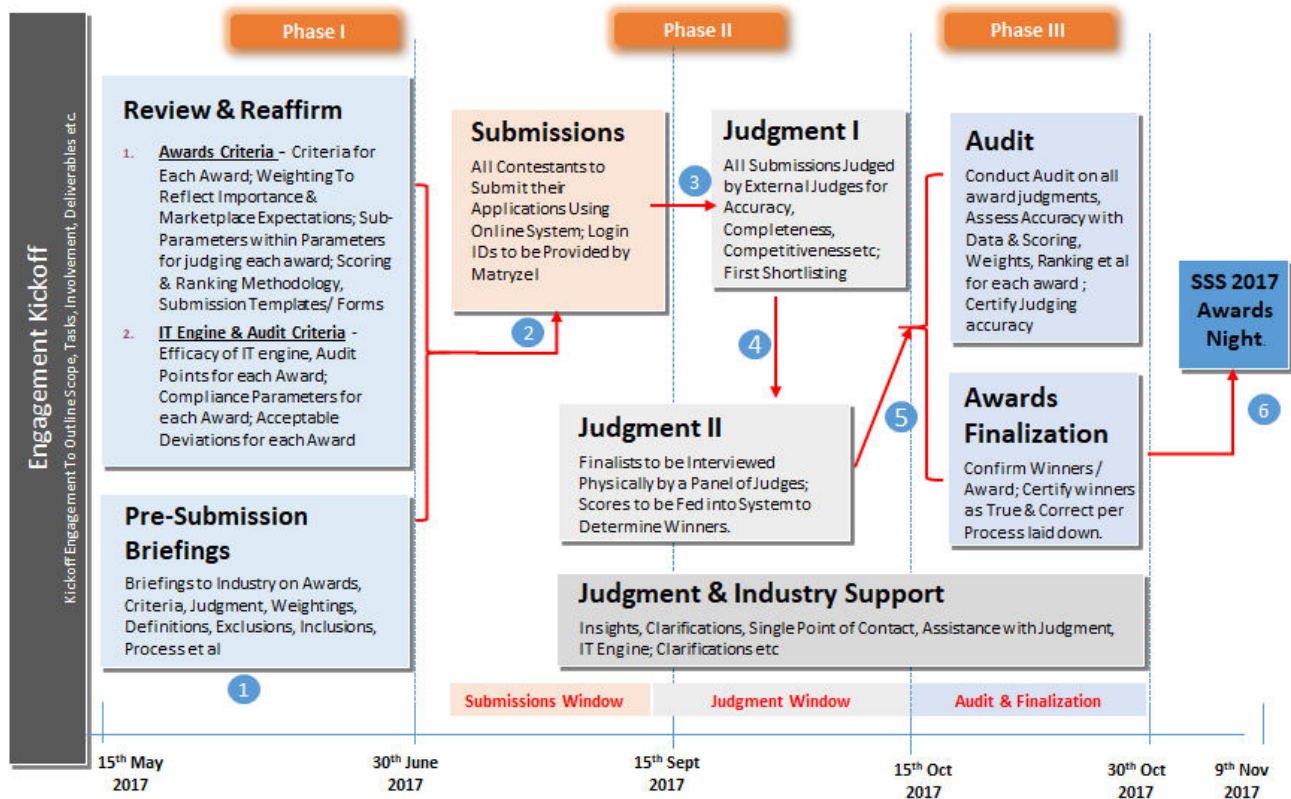
- 3.5 All submissions may accompany relevant attachments to support submissions. Relevant upload options to do are available within the online submission engine. Please follow size limitations, subject to a max of 10MB per submission (not per option to attach).
- 3.6 All sections in the Submission Form are compulsory. Any blanks shall be construed as grounds for disqualification. No follow-up shall be undertaken with applicant to complete their submissions.
- 3.7 Any responses to the affect “Private & Confidential” shall be construed as grounds for disqualification.
- 3.8 In case there is no content/ response for a particular parameter, please state “Not Undertaken”. Such responses are construed positive in the absence of evidence.
- 3.9 Please do not skip any parameter in your responses. The system will not permit you to click the SUBMIT button if any field is left blank. Given that each parameter contributes to the total weight of a particular criterion, it is important to ensure that they are responded to.
- 3.10 There are two tiers of judgment. First tier is online judgment applicable for all Award categories (Corporate and Individual). Tier II judgment is applicable only for Corporate Categories (and not for Individual categories). Upon shortlisting of the two finalists – per Corporate award category – relevant applicants shall be invited for a physical presentation for 30 minutes. Final scores shall then be superimposed on initial scores to arrive at the winner for each award category.
- 3.11 Winners for various Individual award categories shall be subject only to online judgment (tier I) and finalists determined.
- 3.12 Any breaches to the above may result in disqualification without any explanations provided.

4. Submission Process

Individuals and Organizations wishing to participate shall follow the laid-down structure, as in the infographic below.

Broadly, following are important timelines.

- **Briefings Window:** 15th May to 30th June 2017
- **Submission Window:** 1st July 2017 to 15th September 2017
- **Judgment Window:** 16th September 2017 to 15th October 2017
- **Finalization & Audits:** 16th October 2017 to 30th October 2017
- **Awards Ceremony:** 9th November 2017 (alongside the Smart Sourcing Summit)



- 4.1 **Stage I - Deciding on Categories:** Companies and individuals are requested to determine the categories they would like to apply for.
- 4.2 **Stage II – Expression of Interest:** All companies and individuals interested in applying, please register your interest by clicking on the “**Expression of Interest**” button on the Awards System accessible via link www.matryzelsaas.com. This system can also be accessed from OM’s website by clicking on the Awards logo. Upon receipt of your interest, OM shall reach out to you for payment for the awards. Following are the rates for applying for the awards:
- 4.2.1 **Corporate Award: RM 1000.00 (One Thousand Malaysian Ringgits) per submission for OM Members, and RM 2000.00 (Two Thousand Malaysian Ringgits) per submission for non-OM Members.**
- 4.2.2 **Individual Award: RM 500.00 (Five Hundred Malaysian Ringgits) per submission for OM Members, and RM 1000.00 (One Thousand Malaysian Ringgits) per submission for non-OM Members.**
- 4.3 **Stage III – Payment & System Access:** Upon receipt of payment by OM, Matryzel shall issue Login and Access details to corporates/ individuals. Such access shall permit applicants to submit their applications for the relevant awards.
- Stage IV – Submission Form:** Complete the Submission Form online and attach any/ all relevant material to support the submission using links provided. Judges will give preference to submissions that adhere strictly to the criteria outlined below.

4.5 Stage V – Judgment

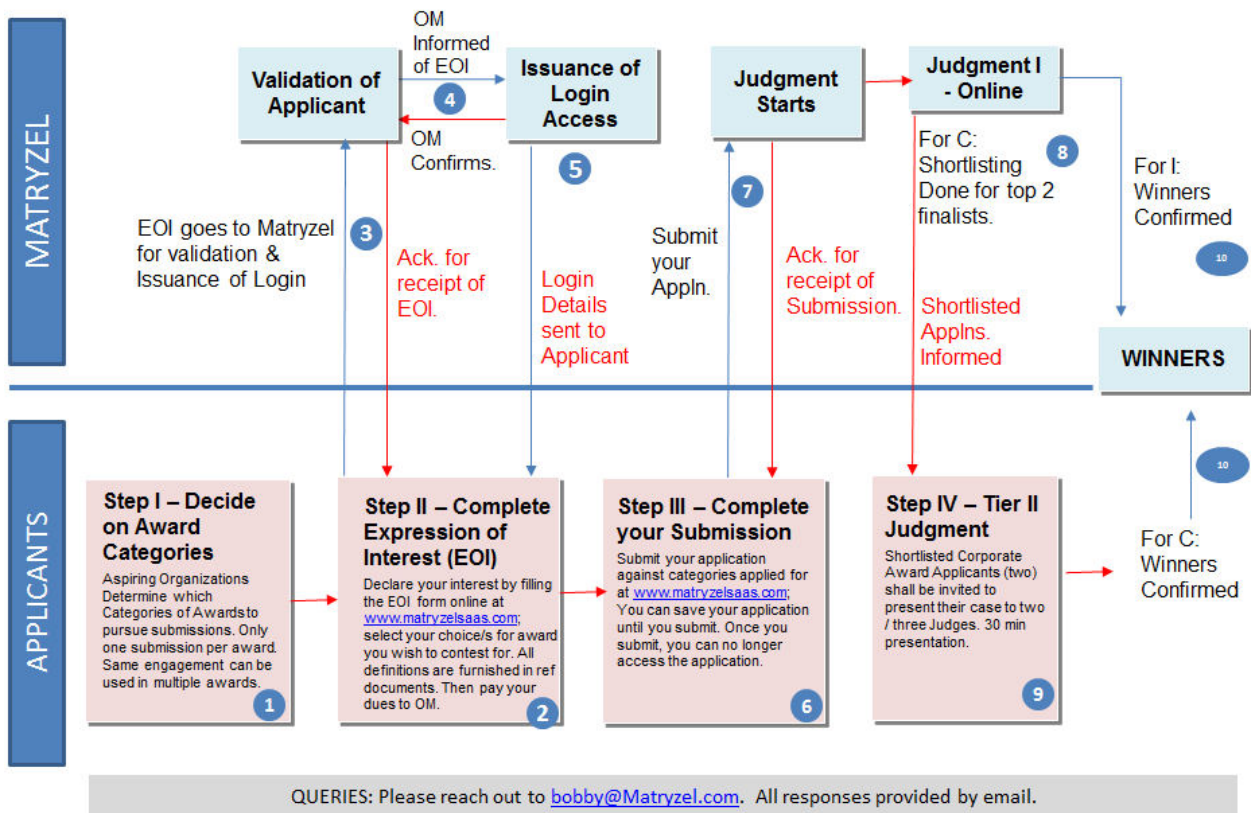
4.5.1 **Tier I:** Identified independent judges shall review and determine performances and score applicants. All categories shall go through the Tier I judgment process. A shortlist of **finalists** for each award category shall then be firmed up. Multiple judges – between two and three – shall score each application.

4.5.2 **Tier II:** This judgment phase is applicable only for Corporate Awards. Identified independent judges shall review and determine finalists / award winners after listening to, and scoring on presentations made by shortlisted applicants. This judgment is conducted in the form of a physical presentation for 30 minutes in the presence of two or three judges. The format is a “strictly free conversation”, meaning that judges are permitted to interrupt the presentation with queries/ questions anytime. There is no specific Q&A session allocated.

4.6 **Stage VI – Awards Ceremony:** All winners shall be announced during the Awards Dinner on 26th October, 2017 [alongside the Smart Sourcing Summit 2017].

5. Awards’ Management Workflow

The following graphic appropriately describes the system workflow from commencement through to finalization of winners.



6. 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 4.4 above may 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. There is no APPEALS process. There is no FEEDBACK process.

7. Contact for Information

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

Outsourcing Malaysia: Justin J Antony, Head – OM; justin@pikom.org.my

OR

Our Advisory Partner Matryzel Consulting – Bobby Varanasi, CEO; bobby@matryzel.com