



EFQM INNOVATION CHALLENGE

CHALLENGE YOURSELF, YOUR TEAM, OR YOUR PROJECT ON ONE OF THE THREE EFQM INNOVATION CONTEST...

This **new** initiative is your opportunity to engage yourself and your team in showcasing your successful practices and to gain recognition for your projects on:

**Customer Experience
Sharing / Circular Economy
New Collaboration**

Entering one of these three challenges will provide international visibility and recognition for your organisation. The winners will be announced at the EFQM Forum on 23 & 24 October 2019 in Helsinki, and will be invited to share their successful project within and beyond the EFQM global community through articles, webinars, ...



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Leading Excellence

INNOVATION IN CUSTOMER EXPERIENCE



Have you introduced some positive changes within your organisation which have resulted in an enhanced and improved customer experience? Do you want to share and showcase this success with others? Do you consider what you have done as an example of excellence?

Applicants must support their example of “excellence” by showing related business benefits and improved customer satisfaction ratings, for example.

Why apply?

Be recognised as a premium, award-winning customer experience provider while gaining external recognition for the hard work and success achieved by you and your team. This will help you boost your workplace morale by recognising your employees for their contributions, establish credibility among customers with award-winning Customer Experience services, and attract new clients through PR exposure.

Application criteria

The Jury will be looking to learn about what you consider excellent in the way a customer focused project has been planned and implemented. They will want to know how you can demonstrate that excellence through best practice approaches with supporting results.

INNOVATION IN SHARING/ CIRCULAR ECONOMY



A circular economy is an alternative to a traditional linear economy (make, use, dispose) in which we keep resources in use for as long as possible, extract the maximum value from them whilst in use, then recover and regenerate products and materials at the end of each service life.

Why apply?

If you consider that you have adopted an initiative or project that really makes the difference in creating new opportunities for growth, reduce waste, drive greater resource productivity, deliver a more competitive economy, help reduce the environmental impacts of your production and consumption etc., you should definitely apply for this challenge and showcase your achievement.

Application criteria

The Jury will be looking at the design and implementation of your project, as well as the positive impact it has had in improving your organisation’s footprint.



INNOVATION IN NEW COLLABORATION

It is increasingly normal for organisations to work with partners to achieve desired results for their stakeholders. There are many situations where working in these formal and informal arrangements is necessary in order for complementary capabilities to deliver the outcomes for customers, for example. This award acknowledges the role that working in collaborative arrangements plays in organisations' successes.

Why apply?

This award gives you the opportunity to share the success of a partnership, from which you are proud of its achievements. As this award reflects the positive nature of working together this could be the ideal time to submit a joint application with your partner organisation(s) to promote how well it was developed and what have been the successes.

Application criteria

The judges will be looking for successful partnership arrangements which you consider demonstrate excellence in the way the partnership was developed, the way it works together on a day to day basis and the results achieved from that partnership for the relevant stakeholders. Applications for this award must be from different organisations and not from within the same group or a department within the same organisation.



Competition schedule

- Deadline for your applications and the submission documents: 30th June 2019
- The Identification of the shortlisted applicants will be done by the 31st July 2019
- The “Runners up” will be identified by the Jury early September 2019
- The “Runners up” will present their project via webinar to the Jury in September 2019
- The Winners will be announced at the Celebration Dinner in Helsinki on 23rd of October 2019

Submission

We are looking for a project or initiative that other organisations can learn from. Any organisation can apply to multiple challenges, or can submit multiple projects under the same one.

The full submission to one of the Innovation Challenge comprises of : (max. 20 powerpoint slides)

- Organisation Overview (contact and key information)
- Project / Initiative description
- Rationale of the project - why (objectives, importance, desired results & success indicators)
- Project planning & implementation (including the resources & people involved)
- Impact & learning (outcomes, results and future impact)

Participation fee per Challenge

- Free of charge for the EFQM Global Excellence Award 2019 applicants
- EFQM Member : 300 Euros
- Non Member : 500 Euros
- Registrations through the EFQM shop - <http://shop.efqm.org>
- The above fees are excluding VAT.

For more information or any questions, feel free to contact us at recognition@efqm.org or check our website www.efqm.org.



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