



**“NiNQA 2017 has helped us to reduce waste and brought in efficiency in manufacturing and allied activities resulting in greater customer satisfaction and healthy bottom line.”**

Chellarams Management Representative

## Nigeria National Quality Awards

With the launch of the Nigeria National Quality Awards (NiNQA), Nigeria joins a list of just over 30 countries that conduct national quality awards, including Australia, Canada, Germany and Japan. On 20 April 2017, Nigeria launched the country’s first National Quality Awards with the support of the EU-funded National Quality Infrastructure Project for Nigeria (NQIP), implemented by United Nations Industrial Development Organization (UNIDO).

### UNIDO’S APPROACH

Award jurors and auditors and technical experts were trained on family of standards of ISO 9001 and 9004, which formed the basis for the NiNQA criteria. The award was organized in three categories to correspond with organizational size (staff strength) and four levels of subscription - bronze, silver, gold and diamond. The assessment criteria covered commitment to quality, quality control, encouragement for excellence and excellence respectively. Thirty companies responded to the call to participate in NiNQA 2017. Participating institutions were from diverse industries cutting across agro-allied, education, fast-moving consumer goods, pharmaceutical, food, oil and gas, textile, plastic as well as legal sectors.

Assessments of 30 participating companies were successfully carried out across nine states and the Federal Capital Territory. Four Quality Award National Committee meetings were held. In July 2017, the jury for the awards was inaugurated and had its first sitting. Also, in July, winners from the Level Four stage of the national awards,

participated at the ECOWAS Quality Awards, held in Abidjan, Cote d’Ivoire, where three Nigerian companies emerged as winners, including a recipient for the paramount prize, the Excellence Award.

### IMPACT

NiNQA has had a positive impact on the businesses of the winners. Approximately 88 percent of the winning companies expressed that their participation in NiNQA 2017 has improved their customer focus.

*“The award showed that our laboratory is not just a medical facility but a service-delivering organization that must work hard to meet clients’ and customers’ expectations.”*

The Lagos-based Nigerian Airforce Hospital Laboratory received the Silver Award for Excellence, Category A. The laboratory director said that winning the award reinforced the lab’s practice of ISO 15189:2012 (Medical laboratories - Requirements for quality and competence). The director noted that the NQIP *“made a significant contribution in attracting an international research protocol to the laboratory.”*

Chellarams Plc, recipient of the Leadership Award for Excellence, Category A, reported that the company gained a contract with the World Food Programme, as well as three new clients. This has resulted in additional revenue.

The NiNQA has several low-hanging fruits for participating institutions including generating benefits like a no-cost assessment of the businesses, boosting healthy business competition, promoting awareness of local brands and spurring a continuous improvement culture.

### WAY FORWARD

The 2nd Nigeria National Quality Award (NiNQA) was organized, aiming to reward excellence and best quality improvement practices in various fields. On 4 December 2018 in Abuja, the award distribution ceremony took place during a joint celebration of NiNQA and Africa Industrialization Day. The formal opening ceremony took place in the presence of Nigeria’s Minister of Industry, Trade and Investment.

### AT A GLANCE

<b>Project title</b>	<b>National Quality Infrastructure Project for Nigeria (NQIP)</b>
<b>Thematic area</b>	Advancing Economic Competitiveness
<b>Donor</b>	European Union
<b>Project counterpart</b>	Federal Ministry of Industry, Trade and Investment (FMITI)
<b>Budget</b>	12,080,000 EUR
<b>Duration</b>	July 2013 – January 2019