



## NOMINATION FORM 2020 ABSL AWARDS

**Company name:**

**Short description** (*max. 500 characters*):

**Industry:**

- Banking, Insurance, Financial Services (BIFS)
- Industrial & Consumer Goods
- Business and Professional Services (incl. BPO)
- Consumer Services (incl. Media, Retail, Travel & Leisure)
- Technology & Telecom
- Transport (Airline, Logistics...)
- Energy, Utilities and Basis Materials
- Real Estate
- Health Care
- Other (please specify):

**Company type:**

- Internal unit / captive center
- Commercial provider / outsourcing center
- Hybrid model (both internal and external clients)

**FTE Headcount în România:**



In today's Business Services sector, the ability of our companies to continuously improve operational capabilities and financial performance lays at the heart of our business.

This category seeks to recognize the projects that brought the highest productivity, significant improvement in results and contributed to achieving business excellence through enhanced process quality, reduction of operational costs and therefore overall contribution to the enterprise. We look at projects driven either through **continuous improvement, innovation or business process re-engineering**.

NOMINATION  
CRITERIA:

- » Timeline of the project
- » Project goal & scope
- » Original approach to process management
- » Operational improvements & cost savings
- » Process streamlining/replication
- » Recognition of the project

**Short description of the project** (*max. 1000 characters*):

(In case of winning the 1<sup>st</sup> place, this description will be used to promote your project during the Awards Gala, on the website or other channels.)

**Project goal** (*max. 1000 characters*):

- What was the need behind the project initiation?
- Which process or processes were subject to this improvement?

- What were the business objectives of the process improvement? E.g. reduce cost, improve efficiency etc.?

### **Original approach to process management**

- What were the specific activities/phases undertaken to achieve the process improvement?
- What human resources from either inside or outside your company were involved in the process? *(max. 1000 characters)*

- What improvement methodology did you use and how (e.g. Kaizen, Lean Six Sigma etc.)? *(max. 500 characters)*

- What is the main characteristic that distinguishes you, your team and the initiative itself from other projects? *(max. 300 characters)*

## **Operational improvements & cost savings**

- To what extent did you achieve your objectives? What are the specific improvements made? *(max. 500 characters)*
  
- How did it impact financial performance in percentages? *(max. 300 characters)*
  
- Has the change had unexpected benefits on other areas, employees, processes, customers?
- How did the project improve your competitive advantage? *(max. 1000 characters)*

**Please supply proof of success e.g. statistics, financial results, ratios, percentages, ROI. *(max. 500 characters)***

## **Processes streamlining / replication. *(max. 500 characters)***

- Can that initiative be repeated in other processes/functions?
- Has it been deployed in other entities or organizations or to other customers?

**Recognition of the project** *(max. 300 characters)*

- Did the project bring any recognition – either internal or external? If so, please provide proof of recognition.