

Business Excellence Awards and Frameworks [QTY 8213]
Winter 2020 - Out-of-class Individual Report (Assessment Task 1)
40% of the overall course mark

Submission deadline: 1

International Business Excellence Awards

Assessment Task:

Students are required to write an individual report which critically evaluates a range of business excellence frameworks/models. The report will assess the students' ability of notional learning through face-to-face classroom interaction with faculty, guided and independent studies. This in-depth analytical work will assess their skill to critically **compare, synthesize and appraise** three different international business excellence frameworks: 1) Deming Prize, 2) MBNQA-Malcolm Baldrige National Quality Awards and 3) EFQM European Business Excellence Award.

Report Structure:

1. Introduction: Background information, purpose of your research and an outline of the report.
2. Analysis: This part of report should exhaustively and clearly demonstrate a comparison between three business excellence frameworks and awards.
 - a. History and emergence: When and why they are established, by which organizations they are administered, the location, etc.
 - b. Model criteria: Comparison of the criteria of the award models/frameworks (similarities and differences).
 - c. Categories and participation requirements: What the award categories are and what the eligibility requirements are.
 - d. Critique: Critical analysis is essential, why they are similar/different. Your own opinion regarding the frameworks/models.
3. Conclusion: Draw your conclusions based on both findings and results of your analysis.

Assignment Criteria

- Your final report should be 3000 words. Put the word count on the cover page.
- The report should be typed and clearly laid out, preferably 12-point font, 1 1/2 line spacing.
- Spell/grammar checked.
- Submitted on the LMS.
- The key to success is analysis: Why? So what and how? Not simple description of what you have seen without thinking about it.
- It is essential that you conduct your analysis making explicit and acknowledged use of the frameworks/models.
- There must be a bibliography and all **references** must be correctly cited.

Assignment Marking Scheme:

As a guideline only, the marking scheme by which your submission will be assessed is:

Purpose and Audience:	20%
Literature review:	10%
Theme development, Argumentation and Analysis:	30%
Authority:	20%
Consistency and coherence:	10%
Logic, Organization and Writing:	10%
<u>Total:</u>	<u>100%</u>

For more details, please refer to the Marking Rubric for Individual Report 1.

Key issues:

The 'critical' evaluation: The use of the term critical is not usually meant to suggest that you should focus on criticising the work of established researchers. It is primarily meant to indicate that the report should **not** be merely **descriptive**.

This is a practical assignment, you have to go and research the subject area. You need to be balanced, give a critique, good and bad aspects, to ensure you conduct a **thorough analysis**.

This is also an academic assignment, so it should have the relevant academic underpinning. You need to use **academic references**. There is no absolute number, but NOT counting the lecture notes and recommended textbooks, it should be straightforward to collect a minimum of 10 good academic journal papers to which you can refer and compare and contrast your results.