



# PROFESSIONAL AWARDS



2021 ENTRY PACK

# GSA PROFESSIONAL AWARDS 2021



The Global Sourcing Association presents a dedicated awards ceremony that celebrates the talent of individuals and teams who deliver significant value to the global sourcing industry.

The GSA UK's Professional Awards are a distinct set of accolades recognizing talent and application of best practice across the sourcing industry (outsourcing, insourcing, global business services, shared services and automation), showcasing individuals and function teams who make a big difference but remain largely unsung in the wider context of the global sourcing industry.

## REASONS TO PARTICIPATE

Applying for a GSA UK Professional Award guarantees many benefits for you and your firm.

### Shortlisted applicants receive:

- A place on the GSA UK 'Hall of Fame'
- Press coverage from the GSA UK in the SourcingFocus newsletter
- Social media coverage from GSA UK channels
- Finalist logo
- Global recognition of you/your company
- Opportunity to present at GSA events

### In addition to the above, winning applicants receive:

- Global recognition as an award winner- a boost to your/your organisation's worldwide reputation and team motivation
- Winner's logo
- Dedicated mentions in our fortnightly newsletter.

The 2020/21 Global Sourcing Association Professional Awards Ceremony will be held on the 14<sup>th</sup> October 2021.

Hold the Date!



# HOW TO ENTER

Entry to the GSA Professional Awards 2021 is easy and straight forward. Simply follow the steps below and ensure that every entry abides by the general entry rules.



## STAGE 1 – APPLY FOR THE AWARDS

Decide the categories you wish to enter and familiarise yourself with the entry rules below. You may enter more than one category and you can submit more than one project per category. Complete the [entry form](#).

## STAGE 2 - WRITE YOUR SUBMISSIONS

Please make sure that you mention on your submission which category the submission is for using the key headings. Please note these key headings are weighted to help you identify areas of the most importance. Headings are key, the bullet points are provided as a suggestion. Judges will give preference to awards submissions that adhere strictly to the key headings. Please include the word count at the end of your total submission.

## STAGE 3 – SUBMIT FOR AWARDS

Please use the [submissions form](#) to submit for your chosen categories. Each submission must include the following:

1. Title of category
2. 500 word submissions entry
3. 250 word synopsis for publication
4. Optional – please attach all relevant supporting material. Supporting materials will only be used in the case of a judging deadlock

## STAGE 4 – LIVE JUDGING

The shortlist will be released on 3<sup>rd</sup> September 2021

## GENERAL ENTRY RULES

- Entry submission fee per company is £349 + VAT for non-members and £299 + VAT for members. The company entry fee allows entry to as many categories as the company wishes to enter. Entry fees also include one ticket to the gala awards ceremony and dinner. We charge a fee to help towards the running costs of the event, but more so to ensure there is a representative in the room should the company win an award.
- All submissions must be received by 5pm on the 20<sup>th</sup> August.
- All submissions must refer to projects live between July 2019 and December 2020.
- If a company is submitting the same entry in more than one category, each entry must be submitted separately.
- No feedback will be provided on the judging process and the decision will be final.

## KEY DATES

**Entries close**

20<sup>th</sup> August

**Full Shortlist**

3<sup>rd</sup> September

**Live Judging**

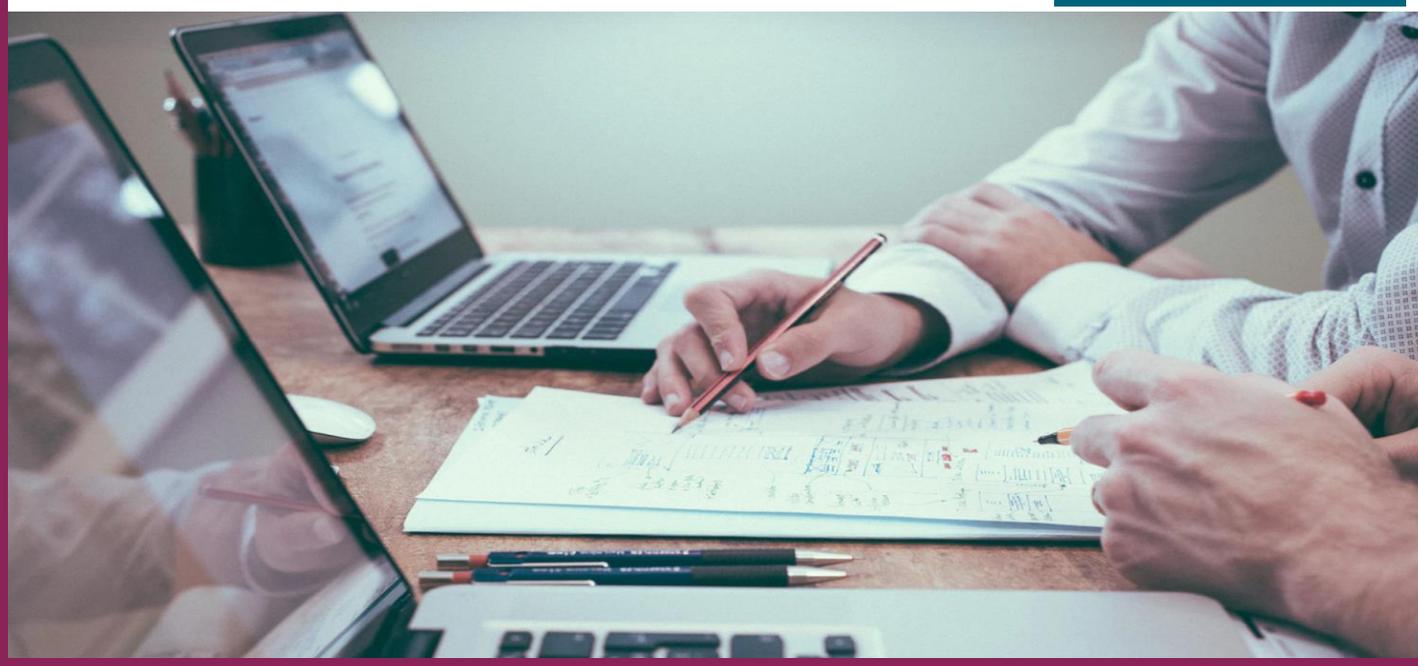
3<sup>rd</sup> Sept – 17<sup>th</sup>

Sept

**Awards**

**Ceremony**

14<sup>th</sup> October



# CATEGORIES OPEN FOR SUBMISSION

## INDIVIDUAL CATEGORIES

1. Rising Star of the Year
2. Manager of the Year
3. Advisor of the Year
4. Consultant of the Year
5. Automation Champion of the Year
6. Digital Champion of the Year
7. Strategic Leader of the Year

**NEW CATEGORY:** Start Up Entrepreneur of the Year

**NEW CATEGORY:** Analyst / Influencer of the Year

## TEAM CATEGORIES

8. Strategic Sourcing Function of the Year
9. Procurement Team of the Year
10. Governance Team of the Year
11. Vendor Management Team of the Year
12. Bid Management Team of the Year
13. Customer Experience Team of the Year
14. Software Development Team of the Year
15. Best Nearshore Team
16. Best Farshore Team
17. Shared Services Team of the Year
18. Skills Development Programme of the Year
19. Inclusion and Diversity Programme of the Year

**NEW CATEGORY:** Entrepreneurial Team of the Year

**NEW CATEGORY:** Diverse Sourcing Ecosystem of the Year

## JUDGING

For 2021, all GSA awards will be judged live via a 30 minute video call per submission.

Submissions will be judged by our judging committee consisting of GSA UK Council members. All submissions will require a 500 word written entry. In case of a deadlock, judges will refer to the written submission.

Those submissions which make the shortlist will be invited to present their submissions in front of our live judging committee consisting of a minimum of 2 GSA UK judges.

Live judging takes place in a virtual environment throughout August.

The panel assessment will consist of a 20 minute presentation and 15 minutes of questions from the judges, based around why you should win this award. It would be well received if your team were accompanied by a client, however this is not essential.

The categories will be judged solely on the presentation delivered to the judging panel. The judges may not have prior knowledge of your submission so please be prepared with an overview of your organisation and the project but focus content on achievements between July 2019 and today.

No feedback will be given on the judging process and the judges' decision is final!



# Top Tips for Submissions

- Include visuals where applicable – after all a picture tells 1000 words! (words in pictures will not impact your word count but tables will)
- Try to name your clients – make sure you give enough time for their approval
- Send your entry in time – the judging process will start with or without you.
- Keep your submission to the point and keep it interesting
- Take note of the key headings
- You can use bullet points, but ensure flow
- Follow the marking criteria for percentages allocated per section
- When referring to best practice please reference specifically GSA best practice and the Global Strategic Sourcing Standard
- Focus on new and up-to-date information in each section (try not to repeat yourself)
- Sell your project/your company, make sure you include the right information, its not a sales pitch
- Use data and statistics to prove your success



# SYNOPSIS GUIDELINES



Each submission is requested to include a 250 word synopsis, those selected as part of the shortlist will then benefit from the positive PR of having their synopsis included in the shortlist brochure, a guide to the Professional Awards Shortlisted Companies.

## CONTENT:

The synopsis should be set out to include points addressing the key areas in accordance with the category you have entered.

For individual categories the synopsis should include an overview of the current role, previous sourcing experience, key milestones and achievements between July 2019 and June 2021 as well as a brief explanation of the projects and your role within them.

For team categories, the synopsis should include an overview of the team composition including senior leaders and the teams role within the wider organisation, key achievements and noteworthy results with a focus on the achievements between July 2019 and June 2021.

## FORMAT:

- Suggested word limit of 250 words – minimum of 200 and maximum of 280
- Use bullet points to help include as much information as succinctly possible
- Please write the article in the third person, from the companies perspective
- Please email the synopsis in a separate word document to the submission.

## IMAGES:

- Please provide photos of the individuals / teams
- Alternative related images must have copyright approvals to be published
- A high resolution image of your corporate logo must be included

## NOTES:

- Your synopsis will be published if you have adhered to the above guidelines
- If we do not receive a synopsis from you, we will assume you do not wish to be included in the supplement.
- The brochure will be published as an e-book to the entire GSA community – nationally and globally – making this a powerful PR opportunity to showcase your individual and team capabilities.
- This article is not for the judges and had no bearing on winning.
- We will not publish any marketing documents for companies.

# CHECKLIST



To help you, we have created a checklist with a clear map of the application process!

- Complete online [entry form here](#).
- Write your submission and synopsis
- Send your synopsis, submission and other relevant supporting documents in the required format (word or PDF) by 5pm on the 20<sup>th</sup> August using the [submissions form here](#).
- Check for the shortlist on the 3<sup>rd</sup> September
- Await your call for Live Judging
- Hold the date for the Awards Ceremony
- Book your tickets for the GSA Professional Awards

For any queries, please reach out to the team at [admin@gsa-uk.com](mailto:admin@gsa-uk.com)





# PROFESSIONAL AWARDS 2021



# INDIVIDUAL CATEGORIES

ALL categories are maximum 500 words  
split under the headings



## 1. RISING STAR OF THE YEAR

This award is open to individuals who have shown demonstrable achievements in their sourcing career to date and show significant promise for their future career in sourcing and the profession as a whole. Applicants can be nominated or self submitted and should have less than 5 years experience in sourcing. Open to buyer, supplier and support individuals.

### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

#### Best Practice and Governance: 20%

- Detail your personal approach to best practice and governance
- Detail how your work adheres to or leads best practice

#### Benefits Realisation & Innovation: 30%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?
- Detail examples of innovation and your approach to ongoing service innovation

#### Future Promise: 20%

- Detail how you believe you show promise as a future leader of the industry.

#### Why you: 10%

- In no more than 50 word please describe why you should win this award.

#### Testimonials: 20%

- To support your nomination, please provide a minimum of 3 brief (max 1 paragraph) testimonials from clients / team members / your employer



## 2. MANAGER OF THE YEAR

This award will be presented to the manager who best demonstrates the ability to consistently lead a successful team or function. They will be judged on the basis of their ability to deliver both initial and ongoing business value to both internal and/or external clients/suppliers, incorporating best practice, continuous service innovation and also demonstrable commitment to the development and future of the industry. Applicants can be nominated or self-submitted and should have at least 5 years' experience in sourcing. Open to supplier and buyer individuals.

### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

#### Personal Profile: 20%

- Outline your sourcing experience including qualifications
- Describe what makes you different
- Outline your vision for the sourcing industry or any aspect thereof

#### Benefits Realisation & Innovation: 25%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?
- Detail examples of innovation and your approach to ongoing service innovation

#### Why you: 15%

- Demonstrate examples of motivational and leadership skills and the benefit they have had upon your team

#### Testimonials: 20%

- To support your nomination, please provide a minimum of 2 brief (max 1 paragraph), testimonials from clients / team members / your employer

#### Best Practice and Governance: 20%

- Detail your personal approach to best practice and governance in accordance with your particular role
- Detail how your work adheres to or leads best practice



### 3. ADVISOR OF THE YEAR

Open to individuals working within law firms, advisories, consultancies etc. and in-house legal departments. This award will be judged on the basis of an individual's ability to deliver both initial and ongoing business value to your company or clients, incorporating both best practice and demonstrable commitment to the development of collaborative relationships. Applicants can be nominated or self-submitted and should have at least 5 years' experience in an advisory role.

#### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

#### Personal Profile: 10%

- Outline your sourcing experience including qualifications
- Describe what makes you different
- Outline your vision for the sourcing industry or any aspect thereof

#### Benefits Realisation & Innovation: 35%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?
- Detail examples of innovation and your approach to ongoing service innovation

#### Best Practice and Governance: 20%

- Detail your personal approach to best practice and governance in accordance with your particular role
- Detail how your work adheres to or leads best practice

#### Market Insight: 15%

- Demonstrate use of market insight and industry knowledge
- Share examples of thought leadership

#### Testimonials: 20%

- To support your nomination, please provide a minimum of 3 brief (max 1 paragraph) testimonials from clients / team members / your employer



### 4. CONSULTANT OF THE YEAR

Open to individuals working within consultancies, marketing consultancies, recruitment consultancies, advisories, analysts, etc. This award will be judged on the basis of an individual's ability to deliver both initial and ongoing business value to clients, incorporating both best practice, continuous service innovation and also demonstrable commitment to the development and future of the industry. Applicants can be nominated or self-submitted and should have at least 5 years' experience in the sourcing arena.

#### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

#### Personal Profile: 10%

- Outline your sourcing experience including qualifications
- Describe what makes you different
- Outline your vision for the sourcing industry or any aspect thereof

#### Best Practice and Governance: 20%

- Detail your personal approach to best practice and governance in accordance with your particular role
- Detail how your work adheres to or leads best practice

#### Market Insight: 15%

- Demonstrate use of market insight and industry knowledge
- Share examples of thought leadership

#### Benefits Realisation & Innovation: 35%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?
- Detail examples of innovation and your approach to ongoing service innovation

#### Testimonials: 20%

- To support your nomination, please provide a minimum of 3 brief (max 1 paragraph) testimonials from clients / team members / your employer



## 5. AUTOMATION CHAMPION OF THE YEAR

Open to supplier, support and buy-side individuals working within robotics and/or automation. This award will be judged on the basis of an individual's ability to deliver both initial and ongoing business value to clients or themselves, incorporating both best practice, continuous service innovation and also demonstrable commitment to the development and future of the industry. Applicants can be nominated or self-submitted.

### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

#### Personal Profile: 10%

- Outline your sourcing experience including qualifications
- Describe what makes you different
- Outline your vision for the sourcing industry or any aspect thereof

#### Benefits Realisation & Innovation: 35%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation

#### Market Insight: 15%

- Demonstrate use of market insight and industry knowledge
- Share examples of thought leadership

#### Testimonials: 20%

- To support your nomination, please provide a minimum of 3 brief (max 1 paragraph) testimonials from clients / team members / your employer

#### Best Practice and Governance: 20%

- Detail your personal approach to best practice and governance in accordance with your particular role
- Detail how your work adheres to or leads best practice



## 6. DIGITAL CHAMPION OF THE YEAR

Open to individuals working either in-house or within digital agencies, service providers or consultancies and who have contributed/led a digital strategy for either their company or client/s. This award will be judged on the basis of an individual's ability to deliver both initial and ongoing business value while incorporating best practice. Applicants can be nominated or self-submitted.

### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

#### Personal Profile: 10%

- Outline your career and digital experience
- Describe what makes you different

#### Best Practice Approach: 20%

- Detail how you have led/contributed to a transformation strategy that is encouraging innovation in the industry
- Demonstrate how you have used best sourcing practice in the digital field

#### Benefits Realisation: 40%

- Demonstrate the value delivered throughout the key stages of your chosen digital strategy
- Detail examples of innovation

#### Testimonials: 20%

- To support your nomination, please provide a minimum of 3 brief (max 1 paragraph) testimonials from clients / team members / your employer

#### Future Insight: 10%

- Share your thoughts on the future of digital in any time frame you like i.e. next 12 months/5 years



## 7. STRATEGIC LEADER OF THE YEAR

Open to senior level professionals, this award is for directors, heads of and C-level positions on buy, support and supplier organisations. The judges will be looking for somebody with a well-defined business plan who regularly exceeds goals. The winning submission will be someone who leads by example, drives strategy and leadership, inspires and recognises staff and encourages industry best practice. Applicants can be nominated or self-submitted and should have at least 8 years' experience in sourcing. Open to buyer, supplier and support individuals.

### Scoring

Judges will compare how well each submission has performed under the following 4 key headings:

#### Personal Profile: 10%

- Outline your sourcing experience including qualifications
- Describe what makes you different
- Outline your vision for the sourcing industry or any aspect thereof

#### Market Insight: 15%

- Demonstrate use of market insight and industry knowledge to deliver solutions and address issues
- Share examples of thought leadership

#### Best Practice and Governance: 20%

- Detail your personal approach to best practice and governance in accordance with your particular role
- Detail how your work adheres to or leads best practice

#### Benefits Realisation & Innovation: 45%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent client projects. Include how the results compared to objectives.
- Detail your approach taken to benefits realisation; what mechanisms were used to speed up delivery and ensure certainty of outcome?
- Provide details of motivation and leadership skills used to drive team dynamics..
- Include a minimum of 2 client testimonials (max one paragraph each)



## START UP ENTREPRENEUR OF THE YEAR

NEW  
CATEGORY!

Open to buyer, service provider and advisory individuals pushing the envelope to drive a change agenda within their start up business. This award is to reward and recognise an individual that is doing something different, has an entrepreneurial mindset and are bringing innovation to the centre of everything they do.

### Scoring

Judges will compare how well each submission has performed under the following 4 key headings:

#### Vision for the Business and Industry: 30%

- Share your vision for the future of your company and the industry you operate within.
- Detail how your business may impact the future of the industry

#### Why you: 10%

- In no more than 50 word please describe why you should win this award.

#### Future Plans: 20%

- Share your future plans in any time frame you like i.e. next 12 months/5 years

#### Results Achieved: 40%

- Include details of projects/programmes/work with customers and scale of disruption to the market
- Demonstrate the value delivered to buyers, partners and the end customer including client testimonials
- Detail the approach taken to benefits realisation / value creation for yourself and your eco-system
- Share stats on successes and other growth metrics to date, including financials
- Detail your growth and performance against targets
- Share your focus on and commitment to best practice

Open to senior level professionals, this award is for directors, heads of and C-level positions on buy, support and supplier organisations. The judges will be looking for somebody with great influence, driving thought leadership and best practice across the industry. The winning submission will be someone who leads by example whilst being provocative in their field, drives strategy and leadership, Applicants can be nominated or self-submitted. Open to buyer, supplier and support individuals.

## Scoring

Judges will compare how well each submission has performed under the following 4 key headings:

### Vision for the Industry: 30%

- Share your vision for the future of the industry you operate within.
- Detail how your influence may impact the future of the industry

### Projects Delivered: 20%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation

### Best Practice and Ethical Behaviour: 20%

- Detail your personal approach to best practice and governance in accordance with your particular role
- Detail how your work adheres to or leads best practice
- Detail your approach to ethical business

### Why You?: 10%

- In no more than 50 word please describe why you should win this award.

### Testimonials: 20%

- To support your nomination, please provide a minimum of 3 brief (max 1 paragraph) testimonials from clients / team members / your employer



# PROFESSIONAL AWARDS 2021



# TEAM CATEGORIES

**ALL categories are maximum 500 words  
split under the headings**



## 8. BEST STRATEGIC SOURCING FUNCTION

Open to buy-side teams sourcing services. This award is to recognise excellence and thought leadership in the procurement function covering both insourcing and outsourcing. Judges are looking for evidence of how the procurement function has added significant value to the broader company through delivering leading edge procurement of services. Teams can be self-nominated or nominated by a supplier.

### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

#### Vision and Strategy: 10%

- What were the assignments/projects of the team?
- Assess the team's contribution to the organisation and its vision
- Quantify and qualify this contribution where possible.

#### The Team: 10%

- Why is the team performance noteworthy?
- What is the team composition, including role of senior leadership?
- Describe the teams approach to its role, or a specific initiative or project that you believe is worthy or recognition

#### Benefits Realisation: 40%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?

#### Best Practice and Governance: 20%

- Detail the teams approach to best practice and governance in accordance with your company strategy
- Detail how the teams work adheres to or leads best practice

#### Innovation: 20%

- Detail examples of innovation and your approach to ongoing service innovation



## 9. BEST PROCUREMENT TEAM

Open to buyers developing and managing sourcing arrangements. This award recognises excellence in supplier relationship management through the employment of highly effective governance methods and collaboration techniques and transparency principles, enabling the best possible value to be created through their sourcing relationships. Judges are looking for evidence of how the supplier management team has benefited the broader company through superlative collaboration with service providers and/or vendors. Teams can be self-nominated or nominated by a supplier.

### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

#### Vision and Strategy: 10%

- What were the assignments/projects of the team?
- Assess the team's contribution to the organisation and its vision
- Quantify and qualify this contribution where possible.

#### The Team: 10%

- Why is the team performance noteworthy?
- What is the team composition, including role of senior leadership?
- Describe the teams approach to its role, or a specific initiative or project that you believe is worthy or recognition

#### Benefits Realisation: 40%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?

#### Best Practice and Governance: 20%

- Detail the teams approach to best practice and governance in accordance with your company strategy
- Detail how the teams work adheres to or leads best practice

#### Innovation: 20%

- Detail examples of innovation and your approach to continuous improvement



## 10. BEST GOVERNANCE TEAM

Open to buyside teams. The award is to recognise excellence and thought leadership in governance and best practice covering both insourcing and outsourcing. Judges are looking for evidence of governance and best practice adding significant value to the broader company. Teams can be self nominated or nominated by a supplier.

### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

### Vision and Strategy: 10%

- What were the assignments/projects of the team?
- Assess the team's contribution to the organisation and its vision
- Quantify and qualify this contribution where possible.

### The Team: 10%

- Why is the team performance noteworthy?
- What is the team composition, including role of senior leadership?
- Describe the teams approach to its role, or a specific initiative or project that you believe is worthy or recognition

### Benefits Realisation: 40%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?

### Best Practice and Governance: 20%

- Detail the teams approach to best practice and governance in accordance with your company strategy
- Detail how the teams work adheres to or leads best practice

### Innovation: 20%

- Detail examples of innovation and your approach to ongoing service innovation



## 11. BEST VENDOR MANAGEMENT TEAM

Open to buyside teams, this award is to recognise excellence and thought leadership across vendor / supplier management. Judges are looking for evidence of how the vendor management team has added significant value to the business through its unique focus on supplier / vendor management. Teams can be self nominated or nominated by a supplier or vendor.

### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

### Vision and Strategy: 10%

- What were the assignments/projects of the team?
- Assess the team's contribution to the organisation and its vision
- Quantify and qualify this contribution where possible.

### The Team: 10%

- Why is the team performance noteworthy?
- What is the team composition, including role of senior leadership?
- Describe the teams approach to its role, or a specific initiative or project that you believe is worthy or recognition

### Benefits Realisation: 40%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?

### Innovation: 20%

- Detail examples of innovation and your approach to ongoing service innovation

### Best Practice and Governance: 20%

- Detail the teams approach to best practice and governance in accordance with your company strategy
- Detail how the teams work adheres to or leads best practice



## 12. BEST BID MANAGEMENT TEAM

Open to suppliers, this award will look at the team that has demonstrated exceptional success through its bid management processes. The judges will be looking for success factors as well as innovative approaches to bid management.

### Scoring

Judges will compare how well each submission has performed under the following 4 key headings:

#### The Team: 20%

- Why is the team performance noteworthy?
- What is the team composition, including role of senior leadership?
- Describe the teams approach to its role, or a specific initiative or project that you believe is worthy or recognition

#### Best Practice and Governance: 20%

- Detail the teams approach to best practice and governance in accordance with your company strategy
- Detail how the teams work adheres to or leads best practice

#### Results: 50%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?

#### Innovation: 10%

- Detail examples of innovation and your approach to ongoing service innovation



## 13. BEST CUSTOMER EXPERIENCE TEAM

Open to supplier teams working for a specific buy-side client. This award is to reward excellence from the customer service team working on a client project. Judges are looking for evidence of how the outsourced team has benefited the client company through efficient and effective delivery. Teams can be self-nominated or nominated by the client

### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

#### Vision and Strategy: 10%

- What were the assignments/projects of the team?
- Assess the team's contribution to the organisation and its vision
- Quantify and qualify this contribution where possible.

#### The Team: 10%

- Why is the team performance noteworthy?
- What is the team composition, including role of senior leadership?
- Describe the teams approach to its role, or a specific initiative or project that you believe is worthy or recognition

#### Benefits Realisation: 40%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?

#### Best Practice and Governance: 20%

- Detail the teams approach to best practice and governance in accordance with your company strategy
- Detail how the teams work adheres to or leads best practice

#### Innovation: 20%

- Detail examples of innovation and your approach to ongoing service innovation



## 14. BEST SOFTWARE DEVELOPMENT TEAM

Open to supplier, support and buy-side individuals teams working in software development. This award will be judged on the basis of a teams ability to deliver both initial and ongoing business value to clients, incorporating both best practice, continuous service innovation and also demonstrable commitment to the development and future of the industry. Teams can be nominated or self-submitted.

### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

#### The Team: 20%

- Why is the team performance noteworthy?
- What is the team composition, including role of senior leadership?
- Describe the teams approach to its role, or a specific initiative or project that you believe is worthy or recognition

#### Best Practice and Governance: 20%

- Detail the teams approach to best practice and governance in accordance with your company strategy
- Detail how the teams work adheres to or leads best practice

#### Results: 50%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?

#### Innovation: 10%

- Detail examples of innovation and your approach to ongoing service innovation



## 15. BEST NEARSHORE TEAM

Open to nearshore teams\* that deliver services for the UK market. Judges are looking for evidence of how the team has benefited the organisation through efficient and effective delivery. Open to outsourced and captive teams.

### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

#### Vision and Strategy: 10%

- What were the assignments/projects of the team?
- Assess the team's contribution to the organisation and its vision
- Quantify and qualify this contribution where possible.

#### The Team: 10%

- Why is the team performance noteworthy?
- What is the team composition, including role of senior leadership?
- Describe the teams approach to its role, or a specific initiative or project that you believe is worthy or recognition

#### Best Practice and Governance: 20%

- Detail the teams approach to best practice and governance in accordance with your company strategy
- Detail how the teams work adheres to or leads best practice

#### Benefits Realisation: 40%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?

#### Innovation: 20%

- Detail examples of innovation and your approach to ongoing service innovation

*\*Nearshore locations can include any European country. Teams can be based in any single country or across a number of European locations.*



## 16. BEST FARSHORE TEAM

Open to far-shore based teams\* that deliver services for the UK market. Judges are looking for evidence of how the team has benefited the organisation through efficient and effective delivery. Open to outsourced and captive teams

### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

### Vision and Strategy: 10%

- What were the assignments/projects of the team?
- Assess the team's contribution to the organisation and its vision
- Quantify and qualify this contribution where possible.

### The Team: 10%

- Why is the team performance noteworthy?
- What is the team composition, including role of senior leadership?
- Describe the teams approach to its role, or a specific initiative or project that you believe is worthy or recognition

### Benefits Realisation: 40%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?

### Best Practice and Governance: 20%

- Detail the teams approach to best practice and governance in accordance with your company strategy
- Detail how the teams work adheres to or leads best practice

### Innovation: 20%

- Detail examples of innovation and your approach to ongoing service innovation

\*Far-shore locations can include countries outside of Europe. Teams can be based in any single country or across a number of locations



## 17. BEST SHARED SERVICES TEAM

Open to UK or globally based shared services teams\* that are either outsourced or in-house (captive). Judges are looking for evidence of how the team has benefited the company through efficient and effective delivery. The project must be delivered or governed from the UK.

### Scoring

Judges will compare how well each submission has performed under the following 5 key headings:

### Vision and Strategy: 10%

- What were the assignments/projects of the team?
- Assess the team's contribution to the organisation and its vision
- Quantify and qualify this contribution where possible.

### The Team: 10%

- Why is the team performance noteworthy?
- What is the team composition, including role of senior leadership?
- Describe the teams approach to its role, or a specific initiative or project that you believe is worthy or recognition

### Benefits Realisation: 40%

- Demonstrate the value delivered throughout relevant stages of at least 2 recent projects. Include how the results compared to objectives
- Detail your approach taken to benefits realisation: what mechanisms were used to speed up delivery and ensure certainty of outcome?

### Best Practice and Governance: 20%

- Detail the teams approach to best practice and governance in accordance with your company strategy
- Detail how the teams work adheres to or leads best practice

### Innovation: 20%

- Detail examples of innovation and your approach to ongoing service innovation

\*Teams can be based in any single country or across a number of locations.



## 18. AWARD FOR SKILLS DEVELOPMENT PROGRAMME OF THE YEAR

This award is open to all companies: buyers, suppliers and advisories for their corporate approach to skills development in outsourcing. It is also open to projects which have addressed the skills requirement.

### Scoring

Judges will compare how well each submission has performed under the following 4 key headings:

#### Situation Analysis: 15%

- Analysis of the situation
- Details of the skills requirement
- Share the importance of outsourcing skills to this project / your organisation

#### Approach to Skills Development: 25%

- Details your company's approach to skills development / talent management
- What has been unique about your approach?

#### Results: 35%

- Detail how many individuals have been involved in the programme
- Share the results of the skills programme to the individuals
- Share the results of the skills programme to the project / company

#### Contribution to Industry: 25%

- Share the results of the skills programme to the industry
- Detail learning and future plans as a result



## 19. BEST INCLUSION AND DIVERSITY PROGRAMME OF THE YEAR

This award is open to all companies: buyers, suppliers and advisories for their corporate approach towards addressing the need for inclusion and diversity (issues may include and are not restricted to gender, ethnicity, disabilities and so on).

### Scoring

Judges will compare how well each submission has performed under the following 4 key headings:

#### Situation Analysis: 20%

- Analysis of the situation
- Details of the skills requirement
- Share the importance of outsourcing skills to this project / your organisation
- Analysis of Supplier Diversity within the organisation

#### Results and Outcomes: 45%

- Detail how many individuals have been involved in the programme
- Share the results of the inclusion and diversity programme across all levels – individuals, team and company

#### Contribution to Industry: 15%

- Share the results of the skills programme to the industry
- Detail learning and future plans as a result

#### Overall Objectives: 20%

- Detail your company's approach to achieving inclusion and diversity
- What has been unique about your approach



## ENTREPRENEURIAL TEAM OF THE YEAR

NEW  
CATEGORY!

Open to buyer, service provider and advisory teams pushing the envelope to drive a change agenda. This award is to reward and recognise a team that is doing something different and bringing innovation to the centre of everything they do.

### Scoring

Judges will compare how well each submission has performed under the following 4 key headings:

### Vision for the Business and Industry: 30%

- Share your vision for the future of your company and the industry you operate within.
- Detail how your business may impact the future of the industry

### Future Plans: 20%

- Detail your personal approach to best practice and governance in accordance with your particular role
- Detail how your work adheres to or leads best practice

### Results Achieved: 30%

- Include details of projects/programmes/work with customers and scale of disruption to the market
- Demonstrate the value delivered to buyers, partners and the end customer including client testimonials
- Detail the approach taken to benefits realisation / value creation for yourself and your eco-system
- Share stats on successes and other growth metrics to date, including financials
- Detail your teams growth and performance
- Share your focus on and commitment to best practice

### Testimonials: 20%

- To support your nomination, please provide a minimum of 3 brief (max 1 paragraph) testimonials from clients / team members



## DIVERSE SOURCING ECOSYSTEM OF THE YEAR

NEW  
CATEGORY!

Open to buyers, service providers and advisors doing a phenomenal job in breaking down due diligence processes to open themselves up to partner and invest with a broad portfolio of smaller players delivering innovation and value to their business in doing so.

### Scoring

Judges will compare how well each submission has performed under the following 4 key headings:

### Strategy, mission and objectives when running a diverse partner programme: 40%

- Detail your strategy to running a diverse supply base
- Detail your objectives for running a diverse partner programme

### Best Practice and Ethical Behaviour: 20%

- Detail your personal approach to best practice and governance in accordance with your particular role
- Detail how your work adheres to or leads best practice
- Detail your approach to ethical business

### Results Achieved: 20%

- Include details of projects/programmes/work with customers and scale of disruption to the market
- Demonstrate the value delivered to buyers, partners and the end customer including client testimonials
- Detail the approach taken to benefits realisation / value creation for yourself and your eco-system
- Share stats on successes and other growth metrics to date, including financials
- Detail your teams growth and performance
- Share your focus on and commitment to best practice

### Testimonials: 20%

- To support your nomination, please provide a minimum of 3 brief (max 1 paragraph) testimonials from clients / team members