

NATIONAL PRODUCTIVITY CENTRE

The Centre is a research oriented Federal Government Parastatal established by Act (CAP) No 70 Laws of the Federation of Nigeria, 2004 to accelerate socio-economic growth and development in Nigeria through productivity improvement.

VISION

To be a world class productivity institution and key player in realizing Nigeria's overall growth and development objectives.

MISSION STATEMENT

To develop the mindset and institutionalize productivity culture in the citizenry for the enhancement of service delivery and quality of life

PHILOSOPHY

Our philosophy is to develop a culture of operational efficiency, effectiveness and respect for the right of employees and other stakeholders for the attainment of higher levels of national productivity and competitiveness in pursuit of comparative advantage in a globalized economy.

... think productivity for economic growth and development

National Productivity Centre (Hqtrs)

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NATIONAL PRODUCTIVITY ORDER OF MERIT (NPOM) AWARD CALL FOR NOMINATION FORM

In furtherance of the Federal Government's commitment to Productivity Improvement in the economy and the ideals of excellence in service, the Government through the National Productivity Centre instituted the National Productivity Order of Merit (NPOM) Award.

1) AWARD OBJECTIVES

- a) Institutionalize productivity consciousness and excellence in service among workers and organizations in both the public and private sectors in Nigeria.
- b) Recognize and highlight the contributions of individual workers as well as organizations to higher productivity.
- c) To encourage the spirit of healthy competition in service/production amongst workers, corporate and incorporated bodies in Nigeria.
- d) To encourage best practices and assurance of quality standards in service delivery.
- e) To discourage corruption and its elements and to reward incorruptible individuals and organizations in the society.

2) CRITERIA FOR INDIVIDUAL/ORGANIZATIONAL NATIONAL PRODUCTIVITY ORDER OF MERIT AWARD

Selection of organizations/individuals, which shall be made from all the productive sectors of the economy, shall be based on the information supplied on forms IPF-01 for individuals and OPF-01 for private organizations and MPF-01 for MDAs. Samples are attached herewith. The assessment covers three preceding years to the Award Year. For example, if the Award is for 2020, assessment will cover years 2017, 2018 and 2019.

3) NOMINATION GUIDELINES

- a) **Productivity Order of Merit Award for Ministries, Department and Agencies**
- i) Nominations are to be made by Government Ministries/Parastatal, Departments and Agencies (Federal, States and Local Governments).
 - ii) Government Parastatals vying for the Award must be nominated by their Governing Councils or Boards.
 - iii) State Governments shall not nominate privately owned organizations for the Award. They are free to nominate wholly state-owned Organizations/Companies or Organizations/Companies in which they have controlling shares.

4) COMPLETION AND SUBMISSION OF FORMS

- a. All nominations must be made on the National Productivity Order of Merit Award (NPOMA) forms OPF-01 for organizational Award, IPF-01 for Individual Award and MPF-01 for MDAs. The forms are attached herewith but copies can be made and filled out where necessary.
- b. Completed nomination forms for both Organization and Individual Awards shall not be entertained unless they are duly signed by any of the following supervising authorities, as applicable, in both the public and private sectors.
- i) **Ministries**
 - Secretary to the Government of the Federation (SGF); Secretary to State Government (SSG);
 - Hon. Minister/Commissioners or Permanent Secretaries.
 - ii) **National/State Assemblies**
 - Clerk of the National/State Assemblies
 - iii) **Parastatals**
 - Chairman of Governing Council/Boards
 - iv) **Local Government**
 - Secretary to the Local Government (SLGC)
 - v) **Judiciary**
 - Chief Registrar

- vi) **Military/Para-Military Establishments**
- Chief of Staff–Army, Navy and Air Force;
 - Inspector–General of Police;
 - Comptroller-General of Customs;
 - Comptroller-General of Immigration;
 - Comptroller-General, Nigerian Correctional Service;
 - Corps Marshall, Federal Road Safety Corps (FRSC)
 - Commandant–General, Nigerian Security and Civil Defence Corps (NSCDC)
 - Director, Vehicle Inspection Office (VIO)

vii) **Private Sector**

Individual Nomination

- Chief Executive Officers of Organizations

viii) **Organizational Nominations**

- Chief Executive Officers of Apex Organizations (e.g. Manufacturers Association of Nigeria (MAN), Nigerian Association of Chambers of Commerce, Industry, Mines and Agriculture (NACCIMA), Nigerian Medical Association of Nigeria (NMA), Nigeria Employers' Consultative Association (NECA) etc.

ix) **Rural farmers/allied workers in rural areas**

To route nominations through Rice Farmers Association of Nigeria (RIFAN), All Farmers Association of Nigeria (AFAN) and such related bodies.

c. **Nominations may be rejected for any of the following**

- i) Non-Compliance with the above conditions;
- ii) Improper completion of forms;
- iii) Failure to attach stated requirements and;
- iv) Failure to send electronic copy using Microsoft Word Document

d. **Nominating Bodies/Employers/Applicants** are to collect Nomination Forms directly from the Committee Secretariat or any of the State Offices of the Centre. Applicants could also make photocopies from newspaper advertisement. Nomination forms can also be downloaded from the Centre's website www.productivity.gov.ng .

e. All completed nomination Forms must be forwarded to the Secretary, National Productivity Order of Merit Award Committee, (NPOMAC), Plot 2173, Cape Town Street, Wuse Zone 4, P. M. B. 174, Garki GPO, Abuja. Electronic copies of all relevant submission should be sent to the following email: npoma.c@productivity.gov.ng. Please, note that the year of the Award should be clearly indicated in all hard and electronic submissions.

A. O. Adenugba
Secretary,
National Productivity Order of Merit Award Committee

INSTRUCTIONS

1. Provide evidence where requested and indicate EA or NA (evidence attached or not applicable).
2. Mention numbers where requested e.g. Total number of employees
3. Put percentage where applicable
4. Input year by year correctly for the three years
5. Study the following rating criteria carefully and rate accordingly

Note: the percentage is divided between the numbers of items in each criterion.

GRADING CRITERIA RATING AND WEIGHTING

INDIVIDUAL CATEGORY

1. Training\Competency	10%
2. Character Traits and Work Habit	25%
3. Creativity\Innovation	30%
4. Environment	15%
5. Result	<u>20%</u>
6. Total	<u>100%</u>

CORPORATE ORGANISATION CATEGORY

1. Leadership	10%
2. People	15%
3. Innovation	25%
4. Environment	15%
5. Result	15%
6. Customers	<u>20%</u>
7. Total	<u>100%</u>

MINISTRIES, DEPARTMENTS AND AGENCIES

1. Leadership	10%
2. Planning	20%
3. Information	10%
4. Workforce	20%
5. Operation	10%
6. Citizens	10%
7. Result	<u>20%</u>
TOTAL	<u>100%</u>

FORM IPF-01
NATIONAL PRODUCTIVITY ORDER OF MERIT
(NPOM) AWARD FORM
(INDIVIDUAL)

NAME.....

DESIGNATION.....

ORGANISATION.....

S/N	PERFORMANCE ATTRIBUTES	YEAR 1	YEAR 2	YEAR 3
1.0	Training/Competency a. Training acquired b. Available skills c. Application of skills on the job d. Team spirit: Successful completion of team assignment e. Relationship with peers, supervisors, subordinates and clients			
2.0	Character Traits and Work Habits a. Honesty/Moral Leadership b. Cost effectiveness in the use of resources c. Number of activities/Projects vigorously Pursued d. Transparency/Openness e. Reliability f. Consistent acceptability of Work g. Availability at work h. Self-Discipline i. Absence of Queries, Warnings, Reprimands or other forms of sanction j. Timely completion of assigned tasks k. Appearance and Compartment l. Responsibility m. Need little or no supervision n. Timely submission of Report of Activity o. Punctuality p. Always on time			
3.0	Creativity/Innovation ✓ Useful activities initiated ✓ Creativity ✓ Numbers of original Ideas/Innovations ✓ Breakthroughs/Outstanding achievements (List and attach evidence)			

4.0	<p>Environment</p> <p>Contributions to:</p> <ul style="list-style-type: none"> a. Contributions to community b. Health of the employees c. Safety of employees d. Good working environment <p>(Provide evidence in each of the above)</p>			
5.0	<p>Results</p> <ul style="list-style-type: none"> a. Job Performance b. Number of tasks accomplished c. Target achieved, conformity of work to job standard d. Impact of Breakthrough in; <ul style="list-style-type: none"> <input type="checkbox"/> Sales <input type="checkbox"/> Turnover <input type="checkbox"/> Cost reduction <input type="checkbox"/> waste reduction <input type="checkbox"/> complaints reduction e. Special Commendations or Awards received 			

FORM OPF-01
NATIONAL PRODUCTIVITY ORDER OF MERIT (NPOM) AWARD FORM FOR
CORPORATE ORGANISATIONS (ORGANISED PRIVATE/INFORMAL SECTOR)
(CORPORATE ORGANISATION)

NAME.....

DESIGNATION.....

ORGANISATION.....

S/N	PERFORMANCE ATTRIBUTES	YEAR 1	YEAR 2	YEAR 3
1.0	<p>Leadership</p> <p>a. Evidence of existence of corporate vision on Productivity and Quality</p> <p>b. Is the vision geared towards enhancing Productivity and Quality?</p> <p>c. Evidence of sustained improvement and Total Employee Involvement (TEI)</p> <p>d. Evidence of support to the immediate operating environment</p> <p>e. Do you have a policy and culture to promote innovation?</p>			
2.0	<p>People</p> <p>a. Total number of employees</p> <p>b. I.) Number of Nigerians II.) Number of expatriates</p> <p>c. Number of staff formally recognized in the last three (3) years for their exceptional contributions</p> <p>d. Evidence of human resources policies aligned to organization objectives</p> <p>e. How frequent do you carry out the review of the above?</p> <p>f. Do you communicate your organizational purpose vision and values to your customers (provide evidence)?</p> <p>g. Does your organization have mechanism to involve individual employees in team work, improvement and innovations (provide evidence)?</p> <p>h. Do you measure and assess employee satisfaction?</p> <p>i. Does your organization recognize and</p>			

	<p>reward employee for learning and innovation?</p> <p>j. Percentage of employees trained</p> <p>k. Impact of training on organizational productivity</p> <p>l. Evidence of Compliance with Pension Reform Act and Employee Compensation Act</p>			
3.0	<p>Innovation</p> <p>a. Evidence of new methods of doing business</p> <p>b. Evidence of effectiveness of new methods (in terms of time saved, Productivity Improvement, Quality cost, reduction etc.)</p> <p>c. How do you generate, gather, and screen creative ideas from your employees?</p> <p>d. Provide any evidence of implementation of any productivity improvement tools and technique e.g Brainstorming, Quality Circle, 5S Good House Keeping Practices, e.t.c</p> <p>e. Is there any synergy between your organization and the customers in the new product/service design and introduction process?</p> <p>f. Do you have feed-back mechanism from internal and external customers?</p> <p>g. Benchmarking: provide evidence of how your organization measures performance of your products or services, process against those of other business considered to be the best in the industry</p> <p>Evidence of information gathering and data analysis</p>			
4.0	<p>Environment</p> <p>a. Evidence of environmental impact assessment</p> <p>b. Does your organization put the following into consideration?</p> <ul style="list-style-type: none"> <input type="checkbox"/> . Health of Employees <input type="checkbox"/> Safety <input type="checkbox"/> Good Working Environment <input type="checkbox"/> Policies 			

	(Provide evidence of implementation)			
	<ul style="list-style-type: none"> c. Minimization of waste in input resources (water, energy, materials etc) d. Does your organization participate in waste recycling? 			
5.0	<p>Result</p> <ul style="list-style-type: none"> a. Percentage of local content utilization (provide evidence) b. Total cost of wages/salaries and all entitlements paid to employees c. Total or net sale in Naira (₦) d. Total cost of production of goods and service in Naira (₦) e. Are your products/services certified by any of the following regulatory bodies? <ul style="list-style-type: none"> <input type="checkbox"/> National Agency For Food And Drug Administration And Control(NAFDAC) <input type="checkbox"/> Standard Organization of Nigeria (SON), <input type="checkbox"/> Federal Competitive And Consumer Protection Commission (FCCPC), f. Percentage of product(s) exported (attach evidence for Nigerian Export Promotion Council, NEPC) g. Total earnings in foreign currencies h. Evidence of Tax paid i. Corporate Social Responsibility (CSR) <ul style="list-style-type: none"> <input type="checkbox"/> Evidence of support to the immediate operating environment j. Acclaimed Breakthroughs (if any) Outstanding achievements: (list and attach evidence) 			
6.0	<p>Customers</p> <ul style="list-style-type: none"> a. Evidence of the customers satisfaction b. Do the customers make any input into goods/services rendered? c. Do you gather and analyse information on customer satisfaction and retention? d. Do you use the information to develop strategic and improvement plans? e. Do you evaluate and improve the process of determining citizens' satisfaction? 			

FORM MPF-01
NATIONAL PRODUCTIVITY ORDER OF MERIT (NPOM) AWARD FORM FOR
MINISTRIES, DEPARTMENTS AND AGENCIES (MDAs)

NAME OF MDA.....

SECTOR OF THE ECONOMY.....

S/N	PERFORMANCE ATTRIBUTES	YEAR 1	YEAR 2	YEAR 3
1.0	LEADERSHIP			
1.1	<p>Management development;</p> <p>a. Do you develop your organization’s purpose, vision and values focusing on key stakeholders, learning and innovation?</p> <p>b. Do you Communicate the purpose, vision and values to employees</p> <p>c. Do you communicate purpose, vision and values with stakeholders?</p> <p>d. Do you demonstrate and reinforce, as role models, commitment to excellence in day-to-day activities?</p> <p>e. Do you evaluate and improve personal leadership and involvement?</p>			
1.2	<p>Organizational Culture</p> <p>a. Do you translate values into desired employee behavior to support innovation, learning, and organization’s objectives?</p> <p>b. Do you adopt practices that support values?</p> <p>c. Do you develop policy, structure and programmes to promote values?</p> <p>d. Do you close the gaps between current and desired culture?</p>			

1.3	<p>Planning</p> <ul style="list-style-type: none"> a. Do you use and analyze both internal and external information to develop strategies and strategic objectives to address strategic challenges? b. Do you involve employees in strategy development? c. Do you establish short-term strategies and goals? d. Do you establish long-term strategies and goals? e. Do you set long term goals based on benchmarks or citizens' requirements? f. Do you develop and cascade action plans aligned to strategies and goals? g. How do you manage financial and other risks associated with action plans? h. Do you make sure resources are allocated to support action plans? i. Do you set targets for individual employees linked to strategies and goals? j. Do you measure performance against plans and do you review regularly? k. Do you evaluate and improve the strategic planning process? 			
2.0	<p>2.1 INFORMATION DISEMINATION</p> <ul style="list-style-type: none"> a. Do you select information and knowledge for planning, day-to-day management and performance improvements? b. Do you collect and capture information and knowledge related to organisation's directions? c. Do you ensure information is reliable? d. Do you ensure information is easy to access and disseminated quickly to employees, suppliers/partners and customers? 			

	<ul style="list-style-type: none"> e. Do you share relevant information to encourage innovation and learning? f. Do you analyse and use information and knowledge from various sources for planning and review? g. Do you evaluate and improve the management of information and knowledge? 			
2.2	<p>Comparison & Benchmarking</p> <ul style="list-style-type: none"> a. Do you develop criteria for selecting comparative and benchmarking information to improve performance? b. Do you use comparative and benchmarking information to improve operations, set long term goals, and/or encourage breakthroughs and improvements? c. Do you evaluate and improve the operations for selection and use of comparative and benchmarking information? 			
3.0	<p>WORKFORCE</p>			
3.1	<p>Human Resource Planning</p> <ul style="list-style-type: none"> a. Do you develop human resource strategies, policies and plans and align them to corporate objectives? b. Do you Involve management in implementing plans? c. Do you review human resource strategies, policies and plans regularly? 			

3.2	<p>Employee Engagement</p> <ul style="list-style-type: none"> a. Do you develop strategies to encourage employee engagement in improvement and innovation? b. Do you develop mechanisms to involve individual employees in improvement and innovation? c. Do you develop mechanisms to encourage teamwork in improvement and innovation? d. Do you review effectiveness of employee engagement mechanisms? e. Do you evaluate and improve overall employee engagement process? <p>Employee Learning & Development</p>			
3.3	<ul style="list-style-type: none"> a. Do you determine learning and development needs based on organisation's goals and objectives? b. Do you develop plans based on the needs identified? c. Do you deliver programmes based on plans? d. Do you review effectiveness of the programmes? e. Do you evaluate and improve the learning and development process? 			
3.4	<p>Employee Well-being & Satisfaction</p> <ul style="list-style-type: none"> a. Do you create work environment that enhances employee well-being and satisfaction? b. Do you develop harmonious employee–management relationship? c. Do you measure and assess 			

3.4	<p>employee satisfaction?</p> <p>d. Do you evaluate and improve employee well-being and satisfaction system?</p> <p>Employee Performance & Recognition</p> <p>a. Do you align performance appraisal to corporate objectives and values?</p> <p>b. Do you introduce variety of rewards and recognition schemes to support corporate objectives?</p> <p>c. Do you recognize and reward employee learning and innovation?</p> <p>d. Do you evaluate and improve performance and recognition systems?</p>			
4.0	<p>OPERATION</p> <p>4.1 Innovation Processes</p> <p>a. Do you generate, gather and screen creative ideas from all sources?</p> <p>b. Do you implement innovative ideas to achieve functional/service outcomes?</p> <p>c. Do you incorporate changing customer/market requirements in the new product/service design and introduction into operations?</p> <p>d. Do you incorporate new technology and knowledge in the new product/service design and introduction into operations?</p>			

	<ul style="list-style-type: none"> e. Do you involve employees from various departments in the new product/service design and introduction into operations? f. Do you incorporate procedures for design validation in the new product/service design and introduction into operations? g. Do you design and introduce production and delivery processes for new products/services? h. Do you evaluate and improve the innovation and design processes? 			
4.2	<p>Operation Management & Improvement</p> <ul style="list-style-type: none"> a. Do you define key production and delivery processes of products and services and their support processes? b. Do you measure process performance and set targets? c. Do you analyze variances in process performance and take actions? d. Do you sustain operations during/after emergencies and disasters for business continuity? e. Do you improve key processes for higher performance and citizen satisfaction? 			
4.3	<p>Supplier & Partnership Management</p> <ul style="list-style-type: none"> a. Do you identify and select suppliers and partners who fit into the organisation's overall strategy? b. Do you communicate requirements to suppliers and partners? 			

	<ul style="list-style-type: none"> c. Do you assess suppliers and partners to ensure requirements are met? d. Do you provide performance feedback to suppliers and partners? e. Do you improve capabilities of suppliers and partners to meet organisation's requirements? 			
<p>4.4</p> <p>4.5</p>	<p>Citizens</p> <p>Customer Relationship?</p> <ul style="list-style-type: none"> a. Do you provide citizens' with easy access to conduct business with the organisation and facility to make complains? b. Do you ensure citizens' complaints are resolved and analyzed for improvements? c. Do you train and empower employees to delight customers/citizen? d. Do you evaluate and improve the citizen relationship and management process? <p>Citizens' Satisfaction?</p> <ul style="list-style-type: none"> a. Do you gather and analyze information on citizens'/customer satisfaction and retention? b. Do you use the information to develop strategic and improvement plans? c. Do you evaluate and improve the process of determining citizens' satisfaction? 			

5.0	RESULT			
5.1	<p>Citizen/Customer Results</p> <p>a. Do you monitor improvement trends and ensure targets are met for citizen/customer satisfaction and retention indicators?</p> <p>b. Do you monitor improvement trends and targets meant for product and service performance indicators?</p> <p>c. Do you do favorable comparison of results with benchmarks?</p>			

NPC PROGRAMMES

The Centre's main areas of focus in programming are always in consonance with the nation's overall objectives and priorities which at present are in the following key areas;

- Developing the productivity mindset and institutionalizing productivity culture in the citizenry through Productivity Promotion and Advocacy.
 - Researching in strategic productivity areas for enhancing productivity, competitiveness and economic growth;
 - Promoting human resources development for building a knowledge-based society through productivity training;
 - Promoting organisational excellence and best practices to enhance profitability and growth through the installation of Productivity and Quality Improvement programme (P&QIP)
 - Promoting the application/adoption of cutting edge productivity improvement Techniques and tools for productivity enhancement;
 - Production of an annual Productivity Statistics containing sectoral Productivity Indices to guide national planning and private sector investment decisions.
- Specifically, the Centre pursues its mandate by:
- Promoting, developing and providing services aimed at utilizing to the fullest all available and potential resources in order to secure for the people of Nigeria a better and higher standard of living;
 - Conducting studies on contemporary methods of increasing productivity and assisting business concerns to set up Productivity Schemes:
 - Disseminating information on methods and programmes for improving the level of productivity in industries;
 - Providing consultancy and advisory service to management and workers in the field of industrial relations, industrial engineering, personal management, production planning, work study and job evaluation with a view to increase productivity and improving the competence, supervisory skills and inspire a consciousness toward increased productivity among workers and the management of business organization;
 - Providing productivity information for informed business/investment decision and macro economy planning;
 - Liaising on a continuous basis with local and international organizations engaged in the promoting of productivity.