



# Shared Services Excellence Awards

## *Guidance & Process for Applicants 2011*

These awards have been established to honor, recognize and promote Shared Services Organizations (SSO) that demonstrate true best practices. To identify and assess these leading organizations, the Shared Services & Outsourcing Network has assembled an accomplished panel of Shared Services experts and leaders to accurately and objectively evaluate the true excellence of a SSO.

**Shared Services Excellence Awards are open to all SSOs in all countries. Entries will be accepted for any Regional award program on the proviso that either your SSO and/or the majority of recipients of your services are based in said region.**

**Winner & Runner up obligation: To highlight our winning organizations, and promote best practices, SSON will post winning and runner up applications online (edited where necessary, and cleared by the winning company) and follow up with a series of articles outlining leading strategies. Winning (and runner up) SSOs will agree to share a series of best practices case studies (quarterly) to be posted online at [www.ssonetwork.com](http://www.ssonetwork.com) over the course of the year, following their award. Winners and Runner ups will nominate an inhouse contact who will coordinate with the SSON editorial team to identify four themes, and be responsible for delivering the articles.**

There are six award categories which can be entered. Entry is not limited to one category:

1. Excellence in Customer Service
2. Excellence in Culture Creation
3. Excellence in People and Communications
4. Excellence in Value Creation
5. Excellence in Improvement & Innovation

Each category application form includes questions to help you to fully tell the judges your story in the best way, but essentially you should be looking to include all relevant information including measures, metrics & other verifiable data to support your application for an award for Excellence.

Your completed applications must be completed and emailed to [naomi.secor@iqpc.com](mailto:naomi.secor@iqpc.com) by **January 21, 2011**

The judges will review all applications and create a shortlist of THREE applications per category, based on the written application. You will be notified by the week of **February 7, 2011** whether your organization is included on the short list or not.

The judges will interview all shortlisted nominees by phone during the week of **February 7, 2011**. If you are applying for an award jointly with a third party outsourcer or partner, the judges will expect to speak to you both together.

A winner and runner up will then be chosen by all the judges for each category for announcement at SSON Shared Services Week taking place March 1-3 in Orlando, FL at the Peabody. **The awards ceremony will take place during general session on Wednesday, March 2 @ 6:10 followed by an Awards Reception @ 8:00**

In the event that your organization wins an award, please note that all winners of a 2011 excellence award will be asked to provide one representative to participate in a '2011 Award – Winners Question Time Panel' at the relevant Shared Services Week. By entering for an award all applicants accept participation in this Q&A session with the Shared Services Week audience.



# Thank You!

We look forward to receiving your application, by e-mail to: [naomi.secor@iqpc.com](mailto:naomi.secor@iqpc.com)