OBJECTIVES

- Reward commitment to management excellence in a changing landscape
- Elevate public recognition for top-tier quality management achievers
- Foster best practice sharing for excellence and growth

INTRODUCTION

The search for QUALITY is the single most important force leading to organizational success and growth in both national and international markets. The organizations which will succeed are those that can maintain a dedication to Quality in each and every organizational function.

The HKMA Quality Award is the most prestigious business accolades presented by The Hong Kong Management Association since 1991. Based on the Baldrige Excellence Framework and modeled after various distinguished international quality awards, it recognizes organizations that demonstrate outstanding quality standards and a sustained commitment to excellence in management. The Award also encourages the sharing of best management practices across sectors.

The HKMA Quality Award features two prestigious categories:

Best Managed Organizations Award Recognizes organizations that excel in total quality management, celebrating their resilience and sustained success as role models in their fields.

Best Practices Award Honours outstanding campaigns and projects that exemplify total quality management and continuous improvement principles.

BENEFITS

- Undergo a full "health check" of your organization and obtain valuable advice from respected quality experts
- Benefit from a complimentary private workshop on Total Quality Management
- Receive detailed recommendations and feedback on the strengths and weaknesses of your quality programme
- Bring prestige to your organization
- Showcase your business' brand and image in a competitive market
- Gain extensive publicity and press coverage from Award Media Sponsors as a role model or resilience and sustained success
- Boost pride and morale among your staff
- Foster a culture of continuous improvement within your organization

Best Managed Organizations Award - Overall Winner

2025 - FUJIFILM Business Innovation Hong Kong Limited

Grand Award / Gold Award

1991 - Fuji Xerox (Hong Kong) Ltd (rebranded to FUJIFILM Business Innovation Hong Kong Ltd)
1992 - Mandarin Oriental Hotel Group
1994 - Integrated Solutions Ltd
1995 - Kowloon-Canton Railway Corporation
1997 - Island Shangri-La, Hong Kong
1998 - McDonald's Restaurants (Hong Kong) Ltd
- MTR Corporation Ltd
1999 - Glorious Sun Enterprises Ltd
- The Hong Kong and China Gas Co Ltd
2000 - PARKnSHOP
2001 - COSCO (H.K.) Shipping Co Ltd
- The Kowloon Motor Bus Co (1933) Ltd
- Synergis Management Services Ltd
2002 - Ricoh Hong Kong Ltd
2003 - Eurasia International (China) Ltd Partnership (rebranded to Bemhard Schulte Shipmanagement (HK) Ltd Partnership)
- Urban Group
2004 - CLP Power Hong Kong Ltd
2005 - Manfield Coatings Company Ltd
2006 - Electrical and Mechanical Services Trading Fund, HKSARG
2007 - Langham Place, Mongkok, Hong Kong (rebranded to Cordis, Hong Kong)
2008 - Neo Derm Group Ltd
2009 - Pfizer Corporation Hong Kong Ltd
2010 - Hong Kong Air Cargo Terminals Ltd
2011 - MTR Corporation Ltd
2012 - McDonald's Restaurants (Hong Kong) Ltd
2013 - Kum Shing Group
2014 - Hong Kong Disneyland Management Limited
- Maxim's Caterers Limited - Cakes & Bakery Division
2015 - AMOREPACIFIC (Hong Kong) Co Ltd
2016 - Towngas China Co Ltd
2017 - The Hongkong Electric Co., Ltd.
2018 - Hong Yip Service Co Ltd
2019 - ASM Pacific Technology Ltd – Hong Kong Operations
- Gammon Construction Ltd
2020 - AECOM Asia Co Ltd
2021 - Kerry Logistics Network Ltd
2022 - Hong Kong Air Cargo Terminals Ltd
2023 - Bupa International Ltd
- Hong Kong Convention and Exhibition Centre (Management) Ltd
2024 - Octopus Holdings Ltd

Best Practices Award 2025

Gold Award

Hong Yip Service Co Ltd – A Strategic Initiative for Talent Management: Eagle Project

Silver Award

The Hong Kong and China Gas Co Ltd - Towngas Stratnovation

Bronze Award

Hong Kong Dental Charity Foundation Limited - Free Denture Program for the Elderly
MTR Corporation Limited - MTR Capital Works - Digital Transformation

Outstanding Award

MTR Corporation Limited - Autonomous Mobile Robot
MTR Corporation Limited - Digitalisation of Train Register Logbook - Metro Time Register

For details on all past winners of the HKMA Quality Award, please refer to the Winner's Showcase: https://www2.hkma.org.hk/qa/index.asp

The Hong Kong Management Association
Advancing Management Excellence

HKMA Quality Award

2025 Sponsors

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BEST MANAGED ORGANIZATIONS AWARD

PURPOSE

The Best Managed Organizations Award is to publicly recognize organizations that have achieved outstanding quality management and demonstrated lasting commitment to the quality process, thereby raising the standard of quality management.

APPLICATION FEES

Large Organization:	HKMA Member:	HK$12,000
	Non-HKMA Member:	HK$13,500
Small Organization:	HKMA Member:	HK$2,800
	Non-HKMA Member:	HK$3,500

2026 AWARD KEY DATES

- Deadline for Application: Wed, 8 April 2026
- Deadline for Written Submission: Mon, 4 May 2026
- Site Visit: Jun/Jul 2026
- Final Judging: Aug 2026

AWARDS AND RECOGNITION

The "Best Managed Organizations Award" will be granted to any organization that meets the established criteria. An Overall Winner will be selected from all entrants. Special awards may be given to organizations that excel in specific dimensions.

ENTERING CATEGORIES

- Business/Non-profit Organizations
- HKSAR Government Departments
- Non-governmental Organizations
- Small and Medium Enterprises (SMEs)
- Start-ups
- Statutory Bodies

WRITTEN SUBMISSIONS

Large Organization: No more than 30 pages
Small Organization: No more than 10 pages

ASSESSMENT CRITERIA

The award criteria are rooted in the Baldrige Excellence Framework, presented as a set of questions that address organizational resilience and long-term success informed by the Framework and business and academic literature on organizational resilience. The assessment criteria are:

- Leadership and Governance:
  About your performance and processes related to senior leadership communication, governance and accountability, grievances, and complaints, as well as succession planning and societal contributions.
- Operations:
  About your performance and key processes related to your products, services, or programmes, including your supply-network management, cybersecurity, risk management, emergency preparedness, and operational continuity.
- Workforce:
  About your performance for key processes for engaging, development, and ensuring the health and safety of workforce members, including measures of workforce satisfaction, engagement, turnover, and absenteeism, as well as the development of current and future leaders, workforce training, safety incidents, and other indicators of workplace health and safety.
- Customer and Markets:
  About your performance for key processes related to your Customers and Markets, including market share, customer satisfaction and dissatisfaction, and customer loyalty.
- Finance:
  About the performance of your organization's financial management efforts (financial viability and financial performance), including processes for ensuring access to capital during disruptions to support both short-term needs and long-term success.
- Strategy:
  About your process for developing and implementing strategic objectives that are responsive to your challenges and opportunities, and metrics for checking progress.
- Organizational Learning:
  About processes for performance measurement and improvement, knowledge management, and innovation, including the processes used to determine innovation choices.
- Community Relationships:
  About the strength of your organization's ties to key communities, focusing on fast and efficient resource sharing, which is crucial during disruptions and creates opportunities for benchmarking and innovation.

BEST PRACTICES AWARD

PURPOSE

The Best Practices Award is to advocate for commitment to continuous improvement and encourage organizations to share their best practices in Total Quality Management.

An organization can submit no more than three entries in the same year.

2026 AWARD KEY DATES

- Deadline for Application: Wed, 8 April 2026
- Deadline for Written Submission: Mon, 4 May 2026

AWARDS AND RECOGNITION

Gold, Silver, Bronze, and Outstanding Awards will be presented to the highest-scoring submissions collectively from all entries.

APPLICATION FEES

HKMA Member: HK$4,000 for one entry
Non-HKMA Member: HK$5,000 for one entry

CONFIDENTIALITY & CONFLICT OF INTEREST

All information and documents provided by Award applicants will be kept confidential and used solely for the judging of the Award. Measures are also implemented to prevent conflicts of interest among those involved in the assessment process.

ENQUIRIES

Mr Jericho Lee Tel: 2774 8504
Dr Victoria Lo Tel: 2774 8528
Email: qualityaward@hkma.org.hk
Website: https://www2.hkma.org.hk/qa/index.asp

ASSESSMENT CRITERIA

The Baldrige Excellence Framework is based on values and principles that reflect the behaviors of organizations prioritizing quality and high performance. The assessment criteria for the Award embodies these core values.

- Identification of Key Challenges: Clearly articulate the primary challenges the initiative aims to address. This includes understanding internal and external factors affecting performance and recognizing specific areas for improvement.
- Implementation: Assess the effectiveness of the implementation process, including the clarity of the strategy, resource allocation, timelines, and stakeholder involvement.
- Alignment with VMV: Evaluate how well the initiative aligns with the organization's vision, mission, and core values, supporting the overarching strategic direction and reinforcing organizational commitment.
- Innovation: Assess how the initiative incorporates and champions innovation that contributes to achieving desired outcomes.
- Valuing People: Evaluate how the initiative embodies the principles of valuing people and how this contributes to achieving desired outcomes.
- Organization Agility and Resilience: Examine how the initiative fosters agility and resilience within the organization to achieve desired outcomes.
- Stakeholder Engagement: Evaluate the effectiveness of the initiative in engaging stakeholders, including how well it communicates, collaborates, and builds relationships with employees, customers, and other relevant stakeholders.
- Delivery of Value and Results - Organizational Impact: Assess the initiative's tangible impacts on overall organizational performance by measuring improvements in efficiency, effectiveness, and achievement of specific goals.
- Delivery of Value and Results - Societal Contribution: Evaluate the initiative's broader societal impact by assessing its contributions to community well-being, social responsibility, and sustainable development.

Source: https://www.nist.gov/baldrige