



The Ottawa Regional Contact Centre Association is dedicated to the advancement of the Contact Centre profession and industry throughout Canada's National Capital Region.

❖ ❖ ❖ **CALL FOR NOMINATIONS** ❖ ❖ ❖

5th Annual ORCCA Awards of Excellence – Wednesday, June 4th, 2008

**“Contact Centre of the Year”
-- More than 100 Agents --**

The 5th Annual ORCCA Awards of Excellence, to be held on Wednesday June 4th, 2008, will recognize service excellence for those Contact Centres with **More than 100 Agents** serving our internal and external customers in the Contact Centre Industry in the National Capital Region.

Best-in-class Contact Centres have qualities and characteristics that set them above the rest not only by providing service excellence for their customers but also by providing the same level of care and excellence to their employees and their community. ORCCA would like to recognize this excellence with an Award for **Contact Centre of the Year – More than 100 Agents**. To be selected, the same quality and accuracy we strive for with our customers should be described in your submission.

To be considered for this prestigious award, the Centre will be required to qualify in the following four categories with the weighting identified:

- Operational Performance 30%
- Employee Experience 30%
- Customer Experience 30%
- Current Community and Association Involvement 10%

How to Nominate a Candidate

No. of Candidates	ONE nomination per organization
Step #1	Submit a Notification of intent to apply for this award by sending an e-mail to orccaawards@atfocus.ca . This must be received by April 25th, 2008.
Step #2	Complete the nomination form by using the template provided on the following pages, and submit the document in MS Word format by email to orccaawards@atfocus.ca Questions about the nominations can be directed to don.cormier@atfocus.ca EXTENDED- The completed form(s) must be received by Wednesday May 14, 2008.
Submission Fee	\$200 for ORCCA member organizations. \$300 for non-member organizations.
Step #3 Photos	Contact Centre nominees will be required to supply ORCCA with six photos (in .jpg format) depicting their organization at work in the Centre and in the community. These will be utilized to highlight each nominee and the Award recipient during the Awards Gala. Photos must be submitted to orccaawards@atfocus.ca by May 16th.
Awards Gala	Your presence will be requested for the presentation of this prestigious Award at the ORCCA Awards of Excellence Gala on Wednesday June 4 th , 2008, at the CLEO Banquet Hall, 156 Cleopatra Dr (off Hunt Club- west of Merivale Road). The reception will begin at 5:30 p.m., with opening remarks at 6:30 p.m. To arrange for tickets please contact Sandra Freeman at 613-723-2870 or email sandra.freeman@sympatico.ca

NOMINATION FORM

5th Annual ORCCA Awards of Excellence--Wednesday, June 4th, 2008

Nomination Template follows...

**“Contact Centre of the Year”
-- More than 100 Agents --**

Name of Contact Centre: _____

Contact Centre Address: _____

Organization: _____

Size of Contact Centre:
(less than 100 Agents) _____

Nominated By: _____

E – Mail Address: _____

Phone Number: _____

Notification of intent to apply for this award must be received by April 25th, 2008.

EXTENDED- The completed form(s) must be received by Wednesday May 14, 2008.

Questions about the nominations can be directed to don.cormier@atfocus.ca

Judging of the nominations will be conducted in Mid-May 2008 by the ORCCA Awards Selection Committee.

Submissions will be a **maximum** of 4 pages in length in MS Word format and can be emailed to orccaawards@atfocus.ca

Questions about the Awards component of the ORCCA Career Excellence Gala can be directed to don.cormier@atfocus.ca

Nominee’s Name: _____ **Organization:** _____

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Category 1: Operational Performance worth 30%

The **Operational Performance** component recognizes a Contact Centre for demonstrating effective strategies and processes to achieve Organizational Vision.

Criteria	Description
Access	<ul style="list-style-type: none">➤ How does your Centre evaluate the level of efficiency necessary to respond to customer inquiries (e.g. service level performance, average speed of answer, average handle time, etc.)?➤ What strategies and goals were set and implemented this past year to positively impact efficiency and customer access? If there were improvements, please explain what unique approaches were used.
First Call Resolution	<ul style="list-style-type: none">➤ Resolution rates are a key performance indicator for most Contact Centres. How does your Centre perform in this focus area?➤ How do resolution rates “one and done” compare to previous years performance and/or the performance of other Contact Centres within your organization?
Overall Centre Performance	<ul style="list-style-type: none">➤ Based on the elements used to measure customer satisfaction or from your customer feedback, please provide us with a general overview of your results and/or improvement results for this past year.

Nominee’s Name: _____ **Organization:** _____

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Category 2: Employee Experience worth 30%

The **Employee Experience** component recognizes a Contact Centre for cultivating a positive and rewarding environment that employees find supportive and pleasant. In summary, the elements measured are based on employee feedback regarding job satisfaction and career fulfillment.

Criteria	Description
Employee Relations	<p>Please describe your Contact Centres activities / initiatives and achievements in the following areas:</p> <ul style="list-style-type: none"> ➤ Accountability ➤ Customer Service Focus ➤ Development ➤ Communication ➤ Workplace Environment ➤ Employee Satisfaction
Job Opportunity Program	<ul style="list-style-type: none"> ➤ Do you have a job opportunity program? ➤ Did your employee participation rate increase in the last year? ➤ Overall, was there an increase in job opportunities this past year? ➤ How do you promote job opportunity within your Centre?
Recognition Program	<ul style="list-style-type: none"> ➤ Provide us with an outline of your recognition program? ➤ How many people were recognized this year and how often are they recognized?
Attendance	<ul style="list-style-type: none"> ➤ “Being there to serve” the customer is critical in the Contact Centre. How well does your Contact Centre perform in this area? (Absence & Late)
Turnover Analysis	<ul style="list-style-type: none"> ➤ What was your external and internal turnover this past year (cumulative)? ➤ Do you have any strategies that you feel positively impact your Centre turnover?
Safety	<ul style="list-style-type: none"> ➤ What activities/initiatives do you implement to reduce and prevent workplace injuries? ➤ If there was a reduction in your workplace injuries, what were your percent improvement results?
Ergonomics	<ul style="list-style-type: none"> ➤ Please describe the typical job set-up for your Centre.

Nominee’s Name: _____ **Organization:** _____

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Category 3: Customer Experience worth 30%

The **Customer Experience** component recognizes a Contact Centre for cultivating positive and rewarding experiences with their external customers while achieving the business targets and goals set out by the organization.

Criteria	Description
Customer Experience	<ul style="list-style-type: none">➤ What processes are in place to communicate customer feedback, including customer concerns/complaints and customer compliments? (i.e. % complaints)➤ Describe the effective strategies and processes that create a unique customer service experience for internal and external customers.➤ What improvements have been made to increase customer satisfaction? Please provide us with both the activities/initiatives used and the historical data to support those improvements if available.

Category 4: Current Community & Association Involvement worth 10%

Current Community and Association Involvement component recognizes outstanding voluntary contributions made by a Centre to the Contact Centre Industry and to the citizens of their North-Eastern Ontario community from April 2007 to April 2008. The nominee is selected for demonstrating outstanding spirit and enriching both their workplace and their community.

Criteria	Description
Mission/Objectives	<ul style="list-style-type: none">➤ Describe how your Centre serves the community.➤ Please discuss specifically the impact of your Centre's service in the community.➤ If your Centre contributes to a particular organization(s), please indicate why and the need for your services in the community.➤ Describe how your Centre contributes to the environmental programs, such as the recycling, reduce, and reuse program.
Association/ Industry Involvement	<ul style="list-style-type: none">➤ Tell us how the selected individual has participated in Contact Centre Industry and ORCCA activities this past year. Those activities may include board meetings, Association events, committee involvement, Industry sessions, etc. Please provide details and indicate how these initiatives positively impacted the Industry/Association.

Nominee's Name: _____ **Organization:** _____

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