



Canada's Authority on Organizational Excellence

Founded in 1992 by Industry Canada, Excellence Canada is an independent, not-for-profit, organization that is committed to advancing organizational excellence across Canada.

Today, Canadian organizations and businesses increasingly recognize that a healthy workplace helps to attract and retain staff.

Our mission at Excellence Canada has always been to help improve organizational performance and to recognize excellence within Canadian companies and non-profits. We understand the competitive and economic pressures that have existed in the marketplace over the past few years and know the importance of maximizing this opportunity to unleash innovation and excellence with a renewed effort to train, certify and educate more Canadian organizations than ever before.

Since its inception, Excellence Canada has helped thousands of Canadian organizations across many sectors. As Canada's national authority on Quality and Healthy Workplace® practices, Excellence Canada has created a uniquely Canadian model, providing measurable standards for all Canadian organizations.

About the *Canada Awards for Excellence* (CAE)

Canada Awards for Excellence

To be recognized by your peers for your commitment to organizational excellence is a cause worth celebrating. By awarding those individuals and organizations most committed to economic progress, both for their company and the Canadian market as a whole, we all take a more prominent position and gain greater influence on the world stage. A prosperous Canada is a successful Canada and we remain committed to award those companies that are best in class and leading the way for all of us.



Patron for the Awards

His Excellency, the Right Honourable David Johnston, C.C., C.M.M., C.O.M., C.D., the Governor General of Canada, is the Patron of the Awards.

The *Canada Awards for Excellence* (CAE) is an annual awards program to recognize business excellence in quality, customer service, and healthy workplace. Since 1984, the Awards have been presented to private and public sector organizations of all sizes that are world class. This prestigious award is tangible evidence of an organization's level of excellence.

This award is based on the Excellence Canada Framework for Organizational Excellence, which is used by numerous organizations as a management model for continuous improvement and the achievement of significant operational results.

Canada Order of Excellence (COE)

The Canada Order of Excellence is awarded to organizations that have previously received the CAE Gold trophy for one of the following:

- Excellence, Innovation and Wellness (formerly Quality and Healthy Workplace®)
- Quality (Private and Public Sectors)
- Healthy Workplace®
- Education Organizations apply every three years to remain in the Canada Order of Excellence category.

The COE is the highest level of achievement that an organization can receive in Canada. His Excellency, the Right Honourable David Johnston, C.C., C.M.M., C.O.M., C.D., the Governor General of Canada, has bestowed his Patronage on the Canada Awards for Excellence program.

Adjudication Process

Excellence Canada follows a thorough adjudication process for the Canada Awards for Excellence. Each year, it is our objective to select the very best organizations in every category so that we can reward those that best meet the Criteria and are most committed to the cause of improving Canada's performance on the world stage. To ensure total accuracy and the most qualified recipients of these prestigious awards, we conduct a site verification visit.

Please note that organizations do not compete against one another, but rather are judged against the individual Criteria.

Site Verification

Organizations that pass an initial screening are visited by teams of examiners to verify information on the application. A Lead Verifier will be identified to head up the site visit.

The purpose of the site verification is to verify major aspects of the submission on-site, clarify any points still outstanding and for the verifiers to meet with people at different levels in the organization. You may be asked to set up focus groups to meet with the Lead verifier and his/her team. You may also be asked to provide additional documentation.

