



BOOKLET NQA

2026 – 2027



SSB National Quality Awards

Quality you can trust!

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List of Abbreviations

Abbreviation	Meaning
NQA	National Quality Awards
SSB	Suriname Standards Bureau
QMS	Quality Management System
CROSQ	CARICOM Regional Organization for Standards and Quality
TBT Phase III-programma	Technical Barriers to Trade (TBT) Phase III-programma
ISO	International Organization for Standardization
SMEs	Small and Medium-sized Enterprises

Overview

The National Quality Awards (NQA) Programme, implemented by the Suriname Standards Bureau (SSB) with the support of CROSQ, is Suriname's second national quality awards programme based on quality management systems. The programme emerged from the TBT Phase III Programme and provides organizations with the opportunity to assess and further improve their performance in quality management and organizational development.

The NQA Programme was officially launched in 2022, with the inaugural edition attracting the participation of 17 organizations from various sectors. This first edition marked an important milestone and highlighted the growing recognition of quality management as a key driver of sustainable business development in Suriname. The participation of these organizations demonstrated a strong commitment within the Surinamese business community to investing in quality and continuous improvement. By promoting competitiveness, sustainability, and organizational growth, the NQA Programme encourages organizations in Suriname to strive for excellence and continual improvement while fostering a strong national culture of quality.

In 2026, the SSB is focused on strengthening the quality of the NQA Programme and implementing further improvements to enhance its effectiveness, relevance, and overall impact.

Scan the QR code to access our NQA webpage.



Who can participate in the NQA Programme?

The NQA-Programme is open to organizations operating in the following sectors:

- Manufacturing Sector
- Service Sector
- Small and Medium-sized Enterprises (SMEs)
- Micro and Small Agricultural and Agro-processing Enterprises

Manufacturing Sector

This category includes companies engaged in the physical or chemical transformation of materials, substances, or components into new products. These materials, substances, or components originate from large-scale agricultural, forestry, fisheries, mining, or other manufacturing and production activities.

Service Sector

This category includes organizations that generate revenue by providing intangible products and services. Activities within this sector include banking, hospitality and accommodation, education, healthcare, ICT services, communications and media, telecommunications, energy services, petroleum distribution, shipping, and transportation.

Small and Medium-sized Enterprises (SMEs)

This category includes small businesses engaged in the small-scale production of goods for sale.

Micro and Small Agricultural and Agro-processing Enterprises

This category recognizes micro and small enterprises primarily engaged in agro-processing. It has been introduced to promote the agricultural sector and includes enterprises involved in the production of processed agricultural products.

Benefits

Participation in the National Quality Awards (NQA)

Programme offers organizations the following benefits:

- A comprehensive and objective organizational assessment (audit rapport);
- Improved quality and competitiveness of Surinamese products and services;
- Encouragement of continual improvement in quality, customer service, leadership, and corporate social responsibility (CSR);
- Enhanced consumer confidence and satisfaction in products and services, contributing to stronger brand recognition and reputation;
- Increased organizational visibility and valuable opportunities to promote products and services.

Participation Criteria

To be eligible for participation, organizations must:

- Be registered with the Suriname Chamber of Commerce and Industry (KKF);
- Submit a complete application form;
- Be willing to participate in the audit process;
- Have documented procedures and/or operational manuals in place;
- ISO certification or equivalent certification is an advantage, but not mandatory.

Minimum Documentation Requirements

All organizations must already have at least one of the following in place, or have it in place by the end of the application period:

- Documented Standard Operating Procedures (SOPs) and/or process flowcharts;
- A Quality Manual or Policy Manual;
- A Best Practices Manual, process flowcharts, or any other form of documented evidence demonstrating consistency in the organization's operations.

Business categories and requirements

Manufacturing and Service Sectors*:	SMEs and Micro and Small Agricultural and Agro-processing Enterprises*
● 20 > employees ● Annual Turnover: SRD 6 million or more ● Total Assets**: SRD 12 million or more	● 20 ≤ employees ● Annual Turnover: Up to and including SRD 6 million ● Total Assets**: Up to and including SRD 3 million

** The eligibility criteria are based on the Suriname Annual Financial Statements Act (Wet op de Jaarrekening van Suriname).*

*** Assets are resources with economic value owned or controlled by an individual or organization, with the expectation that they will provide future economic benefits. Assets include, but are not limited to, land and buildings, inventory, transportation vehicles, machinery and equipment, computers and computer hardware, licences and patents, development costs, goodwill, investments and securities, and long-term loans. Total assets are equal to the sum of liabilities and shareholders' equity.*

Award Categories

The National Quality Awards (NQA) Programme recognizes excellence in the following categories:

- Manufacturing Sector
- Service Sector
- Small and Medium-sized Enterprises (SMEs)
- Micro and Small Agricultural and Agro-processing Enterprises

National Quality Awards – Award Categories

Category	Main Award	Sub Award
Manufacturing Sector	Overall winner	Green Initiative (Environment)
Service Sector	Overall winner	Customer Focus
Small and Medium-sized Enterprises (SMEs)	Overall winner	Continuous Improvement
Micro and Small Agricultural and Agro-processing Enterprises	Overall winner	Health & (Food) Safety

Assessment Criteria

The following nine (9) assessment criteria form the basis for the evaluation process. These criteria are aligned with key principles of ISO 9001:2015, as well as environmental and (food) safety requirements.

1. Organizational focus
2. Customer focus
3. Human resource management
4. Process management
5. Business results
6. Improvement (including improvement initiatives, policies, and the use of customer and stakeholder feedback)
7. Relationship management
8. Environmental requirements
9. (Food) Safety requirements

Frequently Asked Questions (FAQs)

Who is eligible to participate in the NQA Programme?

Organizations active in the manufacturing and service sectors, small and medium-sized enterprises, and the micro and small agro-processing sector.

What is the cost of participating in the NQA Programme?

The application and processing fees for participation in the National Quality Awards (NQA) Programme are:

- Manufacturing Sector: SRD 5.000,-
- Service Sector: SRD 5.000,-
- Small and Medium-sized Enterprises: SRD 2.500,-
- Micro and Small Agricultural and Agro-processing Enterprises: SRD 2.500,-

How can payment be made?

- Payments can be made by: Cash
- Bank transfer to one of the following accounts:
 - Hakrinbank (SRD): 20.668.86.24
 - Hakrinbank (USD): 20.853.60.74
 - Finabank (SRD): 1000417544
 - Finabank (USD): 1000442905
- Account Name: Surinaams Standaarden Bureau
- Please include the invoice number as the payment reference.

Which organizations are not eligible to participate in the NQA Programme?

Organizations involved in the planning, administration, or implementation of the National Quality Awards (NQA) Programme, as well as organizations that do not meet the eligibility requirements, are not eligible to participate.

How can registration be completed?

For registration, the application form can be accessed through the link below, the QR code, or via the website and social media channels of Suriname Standards Bureau.

Registration Form: <https://forms.gle/x8iwUujK1Zuis3gJA>

Scan the QR code to access the registration form.



The application must be submitted together with the required supporting documentation. If assistance is required, an email can be sent to quality@ssb.sr with the subject line: *NATIONAL QUALITY AWARDS 2026-2027 - APPLICATION*.

What is the deadline for submitting applications for participation in the NQA Programme?

Registration is open until December 15, 2026. If you have any questions regarding the deadline, please send an email to quality@ssb.sr.

What happens after the application has been submitted?

After submitting your application, a screening process will be conducted to determine whether your organization meets the established requirements. You will subsequently be informed whether your organization meets the requirements for participation.

If your organization is selected, you will receive an invoice to confirm your participation. Once the payment has been completed, you will receive a self-assessment form, after

which the process will proceed to the next stage. An appointment will then be scheduled with your organization for the audit. The audit will be conducted by specialized auditors, who may be supported, where necessary, by a member of the National Quality Awards Internal Committee.

Upon completion of the audit, the auditors will prepare an audit report, which will subsequently be reviewed by the Evaluation Committee. The audit will be evaluated using an evaluation form. This form is based on several criteria, each with an assigned score.

The External Committee will review the recommendation of the Evaluation Committee and submit the final recommendation regarding the granting of the awards for approval to the Executive Director of SSB.

What benefits and recognitions will the winners receive?

- NQA Award
- Industry recognition
- Promotion by SSB
- An audit report from the NQA-programme

All qualified participants will receive:

- Certificate of participation
- An audit report from the NQA-programme

How are company documents and information handled?

Information provided to Suriname Standards Bureau will be treated with strict confidentiality and will only be used for the application, assessment, and evaluation processes of the National Quality Awards Programme.

NQA 2026–2027 Event Calendar

No.	Activity	Period
1	Launch of the NQA Programme	October 2026
2	Submission of applications by companies	October – December 2026
3	Assessment of applications	December 2026 – January 2027
4	Establishment of the audit schedule	January 2027
5	Scheduling the auditors	January – February 2027
6	Conducting of audits	January – February 2027
7	Evaluation of audit reports	February – March 2027
8	Final assessment	April 2027
9	Selection of winners	April 2027
10	National Quality Awards Ceremony	May – June 2027
11	Publication of winners	June 2027
12	Promotion of award recipients	June – December 2027

For more information about the National Quality Awards
Programme, please contact:



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