LONDON CHAMBER OF COMMERCE

Manufacturer

Award Category Charter and Application Questions

2027 Business Achievement Awards

Award format

Two finalists will be selected.

Purpose

Recognizes manufacturing achievement through performance, productivity, technology, workforce leadership, quality and market reach.

Assessment principle

The Manufacturer Award recognizes excellence across manufacturers of different sizes, specializations and operating models. Applicants are assessed on the significance of their achievements relative to their resources, scale, capabilities and operating circumstances. Organizational size, absolute investment, technological sophistication and production volume do not independently determine the marks awarded.

Eligibility

- The applicant must conduct substantive manufacturing operations in London or make a material manufacturing contribution to London's economy.
- The business must have completed at least five years of operation, unless the Chamber approves a sector-specific exception.
- Chamber membership is not required and shall not influence eligibility, scoring or selection.
- The applicant must be financially viable and operating on a sustainable footing.
- An organization in which a Business Achievement Awards judge is materially involved is ineligible to apply during that judge's service and for the next two complete awards cycles following the end of that service.
- An applicant may apply in one Business of the Year category and one specialist category but may be named a finalist in only one competitive category in any awards cycle.
- Before applications are submitted to judges, the Chamber may recommend that an applicant move to another category. The applicant's consent is required for any transfer.
- An organization that receives a competitive Business Achievement Award is ineligible to apply for that same award during the next five complete awards cycles following the year of its win. It may apply again in that category after the restriction expires.
- An organization that receives a competitive Business Achievement Award is ineligible to apply for any other competitive Business Achievement Award during the next three complete awards cycles following the year of its win.
- Applications submitted during an applicable post-award ineligibility period will not be accepted. These restrictions apply to the organization as a whole, including applications under substantially the same organizational identity. The Chamber will determine whether a rebranded, reorganized or successor organization is substantially the same applicant.

Criteria and marks (100 marks available)

Criterion	Maximum marks	Assessment focus
Business performance and productivity	25 marks	Operating performance, investment, productivity, efficiency and measurable improvement, assessed relative to manufacturing scale and available resources.

Criterion	Maximum marks	Assessment focus
Technology, innovation and continuous improvement	20 marks	Practical improvements to products, processes or technology, including incremental innovation and craftsmanship; major automation or capital expenditure is not required.
Workforce, skills and safety	20 marks	Training, recruitment, retention, safety, skilled trades, leadership development and employee participation, relative to the workforce and operating model.
Quality, supply chain and market reach	15 marks	Quality and reliability, supply-chain resilience, customers and market development, with measures suited to the manufacturer's market and product.
Equity, Diversity, Inclusion and Race Relations	20 marks	Actions and results advancing equity, diversity, inclusion, positive race relations and accessibility; consider context, accountability and relevant quantitative or qualitative evidence.

Marks assess the significance of achievement relative to an applicant's manufacturing model and resources. Practical improvements and demonstrable results matter more than the size of a capital program.

Key Results

These indicators are examples, not a compulsory checklist. Choose measures meaningful to your manufacturing model. Improvements, ratios, trends and outcomes relative to resources are more informative than absolute investment, output or staffing totals alone. Relevant qualitative evidence may explain the significance of quantitative results.

Indicator	Current	Comparison	Change / context
Full-time equivalent employees	Current	Three years ago	Change / context
Capital investment relative to scale	Current / recent period	Prior period / plan	Effect on capability or efficiency
Output or productivity improvement	Current	Baseline	Rate or percentage change
Quality, defect or scrap measure	Current	Baseline	Improvement
Delivery or customer reliability	Current	Baseline	Improvement
Safety performance	Current	Baseline	Trend / context
Markets served / market diversification	Current	Prior period	Growth / resilience
Training and skill development	Current	Prior comparison	Participation / outcomes
Two EDIRR indicators or examples	Current	Prior context	Progress

Exact revenue dollars are not required. Percentage changes or reasonable ranges may be used where commercially sensitive. Applicants may provide other credible, relevant measures instead.

Application questions

1. Business Performance and Productivity

Describe your principal manufacturing achievements and improvements in operating performance, productivity, efficiency or capacity. Explain their significance relative to your organization's scale, resources and manufacturing model. Provide relevant measures and comparisons.

Maximum: 600 words.

2. Technology, Innovation and Continuous Improvement

Describe technology adoption, product development, craftsmanship or practical process improvements, including incremental changes. Explain the challenges addressed and results achieved, with measures where meaningful.

Maximum: 600 words.

3. Workforce, Skills and Safety

Describe your approach to recruitment, training, skilled trades, employee development, safety and retention. Explain how your practices benefit employees and manufacturing performance, using relevant evidence.

Maximum: 600 words.

4. Quality, Supply Chain and Market Reach

Describe improvements in quality, reliability, supply-chain resilience, customer relationships, exports or market development. Use the measures most appropriate to your business model, with comparisons where available.

Maximum: 600 words.

5. Equity, Diversity, Inclusion and Race Relations

Describe how your organization advances equity, diversity, inclusion, positive race relations and accessibility. Identify the barriers you have addressed, the actions taken, who is accountable and the evidence of progress. Provide at least two meaningful indicators or examples, quantitative or qualitative, appropriate to your organization.

Maximum: 600 words.

Additional Supporting Information

Organization Information

Company name, Address, Organization leader (name, title, phone & email), Primary application contact (name, title, phone & email), and number of employees

Organization Description (max 50-75 words)

Provide a brief 50–75 word description of your organization, outlining what you do and the products or services you offer. If selected as an award finalist, this description will be included in the gala program and media kit.

Company Logo

Please forward your high-resolution logo to julia@londonchamber.com

Release Statement

I agree to all terms of the Business Achievement Awards and confirm that the information provided in this application is true and accurate. I authorize the London Chamber of Commerce to share my company's contact information with the media for promotional purposes.

Designate Signature, Title, Date