

2014 SAP Quality Awards – Questions in Online Application

SAP market unit in which you are applying:

Please select the location of the SAP organization within Europe, Middle East and Africa that served you.

- | | |
|--|---|
| <input type="checkbox"/> Africa | <input type="checkbox"/> Austria |
| <input type="checkbox"/> Belgium and Luxembourg | <input type="checkbox"/> Central and Eastern Europe |
| <input type="checkbox"/> CIS | <input type="checkbox"/> France |
| <input type="checkbox"/> Germany | <input type="checkbox"/> Greece and Cyprus |
| <input type="checkbox"/> Iberia | <input type="checkbox"/> Israel |
| <input type="checkbox"/> Italy | <input type="checkbox"/> The Netherlands |
| <input type="checkbox"/> Nordic and Baltic countries | <input type="checkbox"/> Middle East and North Africa |
| <input type="checkbox"/> Switzerland | <input type="checkbox"/> Turkey |
| <input type="checkbox"/> United Kingdom and Ireland | |

Nomination Form – 1 of 4: Enter contact information

Your nomination must be submitted online to be eligible. You can save it as a draft for later amendment before submitting it as a final version. Access your final and draft nominations on the [SAP Quality Awards nomination page](#) under “Access your draft and submitted nominations.”

If you use bullets or numbering to format your response – for example, if you copy from a Word document – we advise you to use only plain bullets (•) or simple numbering (1., 2., 3.), as other formats do not transfer well into the form. Please note that second-level lists can be used for bullets • only.

Company and Contact Person Information

Fields marked with * are mandatory. Any field can be changed until you submit your nomination to SAP.

Nominated company name:*

(This should be as you wish it to appear on the winner plaque if you win an award)

Contact person's first name:*

Contact person's last name:*

Salutation:*

Mrs.

Contact person's e-mail address:*

Contact person's phone (incl. country code):*

Country location (corporate headquarters):*

Contact person's role in nominated project:*

(Select from List)

Your company's industry:*

(Select from List)

Corporate website:*

Note: The person indicated here should be the key contact at the customer whom SAP should contact to ask questions and provide status updates concerning your entry for the SAP Quality Awards.

Interest in SAP Quality Awards at the EMEA Level

Please select the location of the SAP organization within EMEA that served you.

- If we receive a gold award at the SAP market-unit level, we would like to be considered for the regional SAP Quality Awards (Europe, Middle East, and Africa)

Please note that presentation material must be in English, and presentations to the judges by short-listed entrants will be in English.

Nomination Form – 2 of 4: Enter contact information

SAP Quality Awards Categories

Please select the award category for which you wish to submit an entry (see award category [criteria](#)). *

- Rapid Delivery Category
- Business Transformation Category
- Cloud Innovation Category
- HANA Innovation Category
- Mobility Innovation Category

If SAP believes your nomination should be in a different category, you will be contacted.

Please outline the SAP® products and releases implemented (including enhancement package levels where relevant):

Project Scope

Primary project location: _____ (select from List)

Number of active users implemented at time of application (incl. self-service users): _____

Number of users planned on completion of rollout (incl. self-service users): _____

Number of users planned on completion of: _____

Duration of implementation from project kickoff to initially going live: _____ (months)

Date of initially going live: _____

Estimated person-days used to implement nominated project (excl. time for end-user training): _____ (days)

Please explain briefly the functional and organizational scope of your nominated SAP project:

For project nominations in the Cloud Innovation Category only:

Which type of Cloud solutions are in scope?

- Only Public Cloud (classic cloud solution)
- Only Managed Cloud (ERP/Business Suite solution running on a virtualized, outsourced, hosted or private cloud)
- Mix of Public Cloud and Managed Cloud

Are the Cloud solutions in scope running as stand-alone or exchanging data with traditional On-Premise solution (e.g. ERP)?

- Running as stand-alone
- Exchanging data with traditional On-Premise solution

For project nominations in the Mobility Innovation Category only:

Number of mobile devices and tablets currently supported:

Are private devices supported? Yes/no
(e.g. employees'/subcontractors' own)

Different mobile operating systems supported:
(e.g. iOS, Android, Windows Mobile, BlackBerry OS)

Mobile device management system used for centralized control of your mobile devices and tablets (e.g. Afaria):

For project nominations in the HANA Innovation Category only:

Please indicate the applications connected to the HANA database:

- SAP NetWeaver BW
- SAP BI BusinessObjects
- SAP Business Suite (ERP, SCM, CRM, SRM)
- Mobility applications
- Other (please specify):

Primary implementation partner used:

This partner will also be visible on winner materials. If more than one partner was involved, please select the one that contributed the most to driving the quality aspects of the implementation.

Partner Name:*

Partner Contact name:*

Partner Contact's e-mail address:*

Nomination Form – Step 3 of 4: Answer evaluation questions

Instructions

The SAP Quality Awards evaluation is based on SAP's 10 quality principles and your responses to the 5 additional questions in this section. Please describe what has been done in your nominated project to address each of these principles. Additionally, please answer the questions about initiatives taken to reduce total cost of implementation (TCI) and total cost of ownership (TCO), shorten implementation time, overcome challenges, and achieve significant business benefits. To assist you, guidelines and examples are provided for each of the 10 principles to illustrate what the response could include.

Responses and material to submit: Answer all of the questions to ensure your application can achieve the highest score possible. Answers to the questions below should be sufficient for the judging panel to evaluate your application. We also ask for a few project documents in the next step. In addition to these documents, you can attach other supporting documentation that demonstrates your quality approach (extracts of lessons learned, review documents, success stories, and so on) but this is purely optional.

Important note: All answers must be provided in English. We recommend that you write your answers offline first and then paste them into this online submission form and save frequently.

If you use bullets or numbering to format your response – for example, if you copy from a Word document – we advise you to use only plain bullets (•) or simple numbering (1., 2., 3.) as other formats do not transfer into the form. Please note that second-level lists can be used for bullets • only.

We also encourage you to read the guidelines for each question below as well as review the [evaluation criteria](#) of the SAP Quality Awards Web page before submitting your answers.

Principle 1: Anchor business value firmly in your project

Suggested points to consider in your response:

- Outline in 100 words or less the strategic business needs that lead your organization to undertake this project
- Describe the key success criteria for these business needs
- Explain how they were measured, documented, monitored, and communicated before, during, and after the implementation

Principle 2: Determine clear requirements early on

Suggested points to consider in your response:

- Outline how and when you collected business requirements
- Explain who was involved in the requirement definition
- Describe how and when you collected and verified technical requirements
- Outline how you defined technical minimal standards/KPIs
- Explain how you determined your strategy for data access and security

Principle 3: Cooperative with stakeholders and use proper governance model

Suggested points to consider in your response:

- Describe the key internal and external stakeholders and their involvement during the project
- Outline the governance model and describe the effectiveness of the project organization, communication plan, meeting structure, and escalation path
- Describe the main changes that happened to the project organization during the implementation, the reasons for these changes, and how they were handled
- Explain what authority and decision power was given to the project team

Principle 4: Ensure timely delivery and effective tracking

Suggested points to consider in your response:

:

- Outline the main milestones (e.g. go-live decision) and approval process for the different implementation phases (e.g. blueprint and realization)
- Explain how feasibility of the timeline was validated and what activities and tools were in place to monitor and control time, budget, and deliverables
- Explain what deviations (if any) in scope, time, and budget you experienced from project start to finish and how change requests were managed

Principle 5: Staff the project with sufficient, competent, motivated people

Suggested points to consider in your response:

- Outline the criteria for recruiting, hiring, and appointing internal people for the project
- Elaborate on how you managed the partner selection process and their staffing of the project to ensure best possible fit to your requirements
- Explain how you secured the right resources, gained their time commitment to the project, kept them motivated, and ensured appropriate training and smooth onboarding of the initial project staff and resources added later

Principle 6: Apply appropriate methodology and plan for quality

Suggested points to consider in your response:

- Describe your reasoning for selecting the chosen methodologies and project standards (e.g. project management, implementation, documentation, and testing) and how they were used effectively
- Outline your framework for quality assurance and quality controls (e.g. review procedures, acceptance criteria validation, test plans) and describe any services and other activities that ensured high quality of the solution design and other project deliverables
- Explain how you monitored and controlled the quality of your deliverables to ensure that your key success criteria were met

Principle 7: Identify and manage risks jointly throughout the project

Suggested points to consider in your response:

- Outline your risk management process
- Describe who was involved in the risk updates and how were they shared
- Outline the three key risks identified in the project and explain how they were mitigated and managed

Principle 8: Exploit standard software using solution and delivery best practices

Suggested points to consider in your response:

:

- Explain to what extent business processes were aligned in order to fit SAP standard software functionality and industry best practices including solution templates (e.g. rapid deployment solutions)
- Describe how custom development and modifications were controlled (e.g. approval process)

Principle 9: Achieve production readiness

Suggested points to consider in your response:

- Illustrate how your cutover to going live was planned and executed to ensure smooth transition to production
- Explain how you ensured the proper skill set for the technical staff and support team

- Describe what tools and services were used to support go-live and post go-live phase

Principle 10: Use organizational change management to transform business

Suggested points to consider in your response:

:

- Outline your change strategy and explain how you ensured and verified management and organizational buy-in to your business transformation
- Describe your change management activities and how they were integrated with your project execution
- Outline how you determined progress and effectiveness of the activities
- Demonstrate the quality of your end-user training

Question 11: Reducing implementation cost and implementation time

- What (if any) initiatives drove down the software-to-services ratio, reduced total project cost, and shortened implementation time, including any specific services used for this purpose?
- How was as low as possible total cost of ownership ensured for the long run?

Question 12: Addressing key challenges

- What were the three key challenges in the project
- How did you deal with them?
- What were your key lessons learned?

Question 13: Key factors contributing to success

Looking back at all aspects, what were the three most important factors that made your project a success?

Question 14 Business case

Outline the key KPIs for your business case and indicate to what extent the KPIs have been achieved at this stage:

Question 15: Possible project improvement areas

Below you will find the more common project challenges. Please select the 3 most important ones that you think could have been better managed in your project:

- Scope and expectation management
- Risk identification, mitigation, and management
- Sponsor involvement and ownership
- Governance structure
- Communication within project team and to stakeholders
- Resource and cost estimation
- Resource commitment, skills, and turnover/churn
- Supplier and contractor management
- Data migration and other data issues
- Testing
- Technical performance, integration, and interfaces
- Organizational change management
- Other (please specify):

Question 16: Do you have any other comments you would like to add that have not been covered?

Please note: I confirm that SAP may mention my company name and use my company logo on SAP's corporate Web pages as a nominee, finalist, or winner, as well as mention my company name in PR-related communication concerning the SAP Quality Awards.

- Check here to confirm that you have read and accepted these conditions.

Nomination Form – Step 4 of 4: Add attachments

Upload logo and supporting material

Please upload your organization/company logo for SAP Quality Awards posters should your entry win. Please provide the logo in either EPS (preferred), TIF, or JPEG format with at least 300 dpi resolution. Your marketing department will be able to provide this if you are uncertain what to send.

In addition to your responses, please attach the following material:

- Risk mitigation and issues list sample
- Governance model
- Project schedule (1 page overview with timeline and milestones in pdf)
- System architecture (1 page overview in pdf)

Should you have additional supporting documentation that demonstrates your quality approach, you may upload it here (but it is not required). Any supporting material is preferred in English but can also be provided in your local language (although please note that the judges are likely to know only English). Please limit the volume of this additional material to no more than 10 Microsoft PowerPoint slides and/or 5 Microsoft Word or Microsoft Excel pages).

Important requirements to files:

1. Only file with 3 digit extensions (e.g. .ppt but not .pptx, .jpg, .tif)
2. No spaces in the file name
3. File name can be max. 30 characters and should start with the principle/question to which it relates (e.g. "Principle1....")
4. File sizes larger than 5 MB not recommended

You can return and edit your nomination if you save it as a draft. Once you submit it you cannot change the content.