Product or Service Development

New products are continually developed to support our industry and wider society. This award celebrates those innovative products or services which have become game changers and highlight our progress in this arena. The award recognises the stand-out product, or service, which, through its development and utilisation, has had the most positive impact on workplace and facilities management provision.

The IWFM Impact Awards 2024 recognise work and projects that were completed or operational over the last three years (since 1 January 2021).

Who should enter?

Any organisation or individual within workplace and facilities management. You could be an in-house manager, a service provider or a supplier of goods or services. All products and services will be considered equally from the simplest and least expensive to the most technically advanced. Eligible product or services can be an object, tool, system or process - but it must be clearly defined and able to be marketed and sold as a stand-alone solution within an overall business offering. Entries will not be accepted from initiatives which are planned, in development or in progress.

Entrant details

Full name

Job title

Organisation

Entry name (project/product/team name) as you would like the entry to be referred to in the Awards process (as would appear on a trophy)

Organisations involved

To help IWFM identify conflicts of interest in the judging process please list all organisations involved in this project or initiative, including agencies, suppliers or partners.

Entry summary

Please provide a 150-word executive summary of your entry to ensure that the judges or a person with no prior knowledge can quickly understand it and which (should you be named as a finalist) will be used at the Awards ceremony. Please write the summary in 3rd person and do not include any private or sensitive information as this may be available publicly.

What the judges are looking for

- How was a need and/or market for the product/service identified?
- Analysis of costing (buy/sell/both, as applicable) and development of the business case.
- A clear explanation of the product/service development process, including due diligence, design, testing and launch.
- Description of how sustainability and CSR/ESG principles were considered in the evaluation, design and development of the product or service
- Description of the impacts of the product/service for stakeholders (e.g., customers, end users, public, employees etc as applicable).
- Evidence of the environmental and/or CSR/ESG benefits associated with the product or service

How to create a winning submission

- This entry form is your opportunity to tell the judges why your team or project should be recognised and celebrated: be proud, be clear, show evidence, and sing your own praises!
  Tip: Do consult the good practice guidance on the IWFM website *for useful resources to help you focus on the key aspects of your entry.*
- Judges are looking for clear, concise information, written in good English in each of the sections when assessing the entries.
- Read each question fully; the judges need to know you have understood the question and directly answered it. Incomplete responses will not attract a score.
- Please note, each section has a word limit detailed next to the question. Stick to the word limit as any words beyond the limit will not be read.
- Documents, illustrations, photos, and video can be used to make your entry come alive, these can be referenced and included in your supporting evidence document.
- Equity, diversity, inclusion, responsible business, and carbon reduction all underpin great workplaces and facilities, and every award entry should demonstrate these principles and their impact in the organisation and project, please be mindful that activity does not equal impact.

1. **Set out how the project or initiative is aligned with the organisational mission, vision and values – highlighting the core priorities and objectives.** (400 words maximum)

2. **Describe how equity, diversity and inclusion works in your organisation through your policies, procedures and operational practices and what contribution has this made to the success of your entry?** (200 words maximum)

3. **Explain the project or initiative lifecycle – from inception through delivery and evaluation.** This could include how scope was defined and objectives were set; use of research and benchmarks and how organisational 'buy in' was achieved. (300 words maximum)

4. **Describe how the initiative was actually delivered.** This could include change management processes; collaboration decisions; obstacles encountered and how they were overcome. (300 words maximum)

5. **Evidence the measured impact of the project or initiative.** (400 words maximum in total for both elements of this question)

a) What measurable data can you provide for the initiative? – for example number of participants, completion rates, impact on the organisation's objectives and goals

b) Evidence of the impact of the initiative on the participants; bring your success story to life with examples, anecdotes, testimonials, survey results and benchmarking data

6. **What are the next steps for continuous improvement and building upon the impact of your project or initiative?** (300 words maximum)

7. **Summarise your key learnings from the implementation of your project or initiative, and how you have shared these beyond your organisation.** (300 words maximum)