

## Employee Satisfaction

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A happy workforce is typically a productive workforce. The Medical LiveWire judging panel look for companies who regularly issue employee satisfaction surveys addressing topics such as workload, perceptions of management, and resources – thus showing a consistent interest in improving the working environment and employee concerns.

## Service Excellence

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What can often distinguish a business or organisation from others providing a similar service is the way in which customers are dealt with. The Medical LiveWire judging panel pay significant interest to the overall performance of a business or organisation in terms of satisfying its users. The judges look into what methods a business or organisation has implemented in order to achieve the highest level of customer service, in what ways the team go above and beyond a customer's most basic expectations, and how this has positively impacted the overall productivity and reception of a company.



## Industry Recognition

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The Medical LiveWire judging panel value a company's reputation within its particular industry. They will take into consideration any evidence that the business or organisation has received professional acknowledgment – be it from national award schemes, relevant industry publications, accredited boards, and even client testimonials. The judges also take notice of specific individuals within a company who may occupy impressive credentials and recognitions.