

FDFA Gold Standards Program 2019

Outstanding Achievement or Innovation Award

The Outstanding Achievement or Innovation Award will recognize the land border duty free store that develops a new, forward-thinking approach to a service, process or practice, that positively impacts their operations, community or business in general. Nominations may be submitted by land border duty free operator members.

Voted by the FDFA Judging Committee: Duty Free Media and Award Sponsors

The judging criteria are:

- *Creativity/originality/uniqueness of the achievement or innovation (25%)*
- *Demonstrates success in areas of innovation, service excellence or skills development (25%)*
- *Positively impacts customer experience (25%)*
- *Exemplifies or stimulates the development of a broader growth, innovation and product development strategy (25%)*

Submissions should include a description of the program, photos, store name and contact information.

The submissions should be sent to the FDFA office no later than **September 20, 2019**