State of Missouri

2007 Governor's Award for Quality and Productivity

GUIDELINES

PURPOSE

The Governor's Award for Quality and Productivity (GAQP) recognizes teams that champion service excellence, efficiency, innovation, technology, process improvement, and employee development in Missouri State Government. All projects must meet requirements of effectiveness, responsiveness, and efficiency of such magnitude that would make the project a model of excellence in state government nationally.

ELIGIBILITY

Any team (two or more individuals) employed by the State of Missouri, who successfully completes a project with another section, division, department, agency, or community organization which exemplifies the purpose of the GAQP, can submit a nomination. Teams must provide documentation which include, but is not limited to, background information, measures, etc., and measurable impact of the project nominated.

Project must have been in place long enough to have a measurable impact.

Executive Summary: On a separate sheet, describe (in 300 words or less) the initial challenge, research, problem solving measure, documentation, results, etc. Summary page must be 12 points, Times New Roman font, and left justified. Attach the executive summary to the front of the nomination.

NOMINATION PROCESS

A team of ten managers, directors, and/or state executives review nominations and select the winners of this award, which recognizes successful teams in Missouri State Government.

1. Secure nomination packet from your agency/department GAQP coordinator or at Division of Personnel internet site http://www.training.oa.mo.gov/erp/2007NominationForm.pdf.

2. Complete the nomination form (providing ALL information requested)

3. Forward completed nomination form to the agency/department GAQP coordinator.

4. Agency/department GAQP coordinator reviews nomination form and ensures that all information and documentation is complete and accurate.

5. Agency/department coordinator secures agency/department director endorsement signature and forwards completed nomination packet to GAQP state program coordinator.

6. Do not submit hard copies of information, documentation, videos, etc.

CATEGORIES

Customer Service
The winning team will identify and develop measures to improve customer service in Missouri state government. The winning project will establish how the development and implementation of their project provided the agency a means to effectively and efficiently satisfy customer expectations which include, but are not limited to, communication, information, responsiveness, problem resolution, and on-time, reliable, consistent service delivery.

Efficiency
This award will recognize the team that develops and successfully implements a creative approach to maximize the state resources used to complete a process or deliver a product or service. The winning team will demonstrate how restructuring, or redesigning a work team, product or service served to establish their organization's commitment to conservation, efficiency and effectiveness. The winning team's approach should be of such magnitude as to serve as a practical example for all state agencies.

Innovation
The winning team will distinguish themselves by exhibiting independence of thought and originality in implementing a new process/product/service, or a better application to an existing process/product/service that ultimately provides an "added value" to state government, or solves a unique problem in a creative manner.

Process Improvement
This award will recognize the team who demonstrates how implementation of their project improved the overall quality of products and services, eliminated "non-value" added tasks, significantly enhanced operational efficiency, simplified work processes, generated increased revenues, or reduced spending.

Technology in Government
The winning team will have identified, developed, and implemented cutting-edge technology to improve services, solve problems, reduce cost, increase efficiency, and extend human capabilities. The team's work will serve to improve the customer experience, achieve better policy outcomes, reduce paperwork burdens, and eliminate duplication of effort and routine processing by coupling delivery capacity with optimum technological processes.

Examples of winning nominations for the above categories are available by visiting the following link: http://www.training.oa.mo.gov/erp/05winnom.html.

Agency/Department Coordinator Forwards Complete Packet to:

Governor's Award for Quality and Productivity
Office of Administration – Division of Personnel
Attn: Denise Osborne
Training & Development Section
301 East High Street, Room 430
Jefferson City, MO 65101

http://www.training.oa.mo.gov/recognition.htm

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NOMINATION FORM

I. GENERAL INFORMATION

Department: _____

1. **Project or team name.**

2. **List the name of all team members, job titles and organization.**

3. **Nomination category.**
   (Check o*nly one)*

   ☐ INNOVATION ☐ CUSTOMER SERVICE

   ☐ PROCESS IMPROVEMENT ☐ TECHNOLOGY IN GOVERNMENT

   ☐ EFFICIENCY

4. **Why did you select this nomination category?**

II. BACKGROUND

1. **When did the team begin?**

2. **When did the team implement this project?**

3. **How long has the project been implemented?**

   ☐ 0 - 3 Months ☐ 4 – 6 Months ☐ 7 - 9 Months

   ☐ 10 – 12 Months ☐ 12 or more ☐ On-going Project

III. RESULTS/ACCOMPLISHMENT

1. **What did the team accomplish? (***Use specific data and examples to identify accomplishments and whom benefited: i.e. agency, division, department, citizens, individuals, etc. Information must be included for nomination to be considered for GAQP.*)

2. **Which of the following describes the benefits of the accomplishment?** (Check all that apply and provide an explanation)

   ☐ cost reduction ☐ time savings

   ☐ improved process ☐ other: describe

III. RESULTS/ACCOMPLISHMENT (continued)

3. Explain how the accomplishments of the team are beyond regular duties and responsibilities (150 words or less).

IV. MEASUREMENT/EVALUATION

1. **Explain how the team measured and evaluated this project** (Describe in detail the process and results).

2. **Are the benefits derived from this project:** (Check only one.)

☐ Recurring ☐ One-time

3. **Please explain in 300 to 500 words.**

V. RECOGNITION/AWARDS

1. **Has this project ever been nominated for the Governor's Award for Quality and Productivity? If yes, when?**

2. **If yes, for which category was it nominated?**

3. **Has this project received any other awards or recognition in the past? If yes, describe.**

VI. NOMINATOR'S INFORMATION

NOMINATING DEPARTMENT			
Name	**Signature**	**Telephone Number**	**E-Mail Address**

VII. DEPARTMENT COORDINATOR INFORMATION

DEPARTMENT			
Name	**Signature**	**Telephone Number**	**E-Mail Address**

VIII. DEPARTMENT DIRECTOR APPROVAL

DEPARTMENT DIRECTOR'S NAME	**DEPARTMENT DIRECTOR'S SIGNATURE***

Nomination must be signed ONLY by the Department Director to be eligible for consideration. Nominations not signed by the Department Director will be returned.

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Nomination Checklist

The Nomination Checklist is for your assistance to ensure that you have completed all parts of the nomination package. Do not include this checklist with nomination packet.

- ❑ Ensure names of all team members have been included on your nomination. Once the nomination has been submitted no additional names can be added.
- ❑ Ensure all names are spelled correctly. (Verify spelling of all team members names)
- ❑ Include the job titles and agency/organization of all team members
- ❑ Complete the Executive Summary. Why this project is exceptional, why the citizens of Missouri should be proud of this team, and why the accomplishments are beyond regular responsibilities.
- ❑ Electronic forms can be downloaded at http://www.training.oa.mo.gov/erp/2007NominationForm.pdf or type responses to all questions (reference each section and number clearly) and attach responses to an original or photocopy of the nomination form.
- ❑ Confirm point of contact and telephone number.
- ❑ Forward completed nomination packet to agency coordinator for verification.

For more information visit the web site listed below or contact:

GAQP State Program Coordinator
Denise Osborne
573-526-4554
Denise.Osborne@oa.mo.gov

http://www.training.oa.mo.gov/erp/index.shtml