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Office of Administration Honors Employee Work Teams for Creating Ongoing Processes to Enhance State Government

JEFFERSON CITY, MO – Tomorrow beginning at 1:30 p.m. in the Missouri State Capitol Rotunda, the Office of Administration (OA) will honor five state employee work teams with the prestigious 2010 Governor's Award for Quality and Productivity (GAQP). This is the 22nd year recognizing the efforts of state employee work groups, whose efforts serve as an example of continuous improvement, quality, and productivity in Missouri state government.

“As we strive every day to serve the citizens of Missouri, the challenges we face mean that we constantly have to figure out how to do more with less,” OA Commissioner Kelvin Simmons said. “The five teams that are being presented with this year's Governor's Award for Quality and Productivity represent the best in innovative thought, and serve as examples for all of us in maximizing our limited taxpayer resources.”

The GAQP Selection Committee consisted of senior-level executives who evaluated each nomination prior to recommending each of the five winning teams to Gov. Nixon for his approval. All winning nominations were required to meet clearly defined requirements related to effectiveness, responsiveness, and efficiency that would serve as a model of excellence in state government nationally.

In a continuing effort to improve the intent of this unique program, the Selection Committee revised the nomination process to include a new *Pinnacle Award* which may be awarded if, in the opinion of the Selection Committee, one nomination clearly encompasses multiple award categories in a manner that exemplifies the spirit of the Governor's Award, or exceeds all other nominations.

This year, 23 nominations were submitted in five award categories: Customer Service, Efficiency/Process Improvement, Innovation, Technology in Government, and the new Pinnacle Award.

The following contains information about each GAQP award category:

CUSTOMER SERVICE

AWARDED TO – MODOT MOTOR CARRIER SERVICES CUSTOMER SATISFACTION TEAM

The winning team identifies and develops measures to improve customer service in Missouri state government. The winning project also establishes how development and implementation 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/PROCESS IMPROVEMENT

AWARDED TO – H1N1 MASS VACCINATION TEAM – DEPARTMENT OF HEALTH AND SENIOR SERVICES

The award recognizes the team that develops and successfully demonstrates an effective approach in using state resources to implement a new process or deliver a product or service; and how implementation of their project improved the overall quality of products and services, significantly enhanced operational efficiency, simplified work processes, generated increased revenues, or reduced spending.

INNOVATION

AWARDED TO – PUPPIES FOR PAROLE – DEPARTMENT OF CORRECTIONS

The winning team develops and implements a new process/product/service or a better application to an existing process/product/service to create an “added value” to state government. The winning project also delivers benefits to the citizens of Missouri through advances in vital services such as healthcare, education, communications, transportation, etc.

TECHNOLOGY IN GOVERNMENT

AWARDED TO – CONTAMINATION CHARACTERIZATION THROUGH AIRBORNE HYPERSPECTRAL IMAGERY – DEPARTMENT OF NATURAL RESOURCES

The winning team identifies, develops, and implements cutting-edge technology to improve services, solve problems, reduce cost, increase efficiency, and extend human capabilities. The winning project also improves the customer experience, achieves better policy outcomes, reduces paperwork burdens, and improves efficiency by reducing duplication and routine processing, leveraging delivery capacity and streamlining processes.

PINNACLE AWARD

AWARDED TO – DIVERGING DIAMOND INTERCHANGE [INNOVATION] – MODOT

[this category is only available to the GAQP Selection Committee]

The GAQP Pinnacle Award is awarded to a team if, in the opinion of the Selection Committee, a nomination clearly encompasses multiple award categories in a manner that exemplifies the spirit of the Governor’s Award or exceeds all other nominations.

For additional information regarding the Governor’s Award for Quality and Productivity or to view the winning 2010 nominations, visit <http://www.training.oa.mo.gov/erp/winnom.html>.

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