

Governor's Award for Quality and Productivity Frequently Asked Questions (FAQ's)

1. What is the Governor's Award for Quality and Productivity (GAQP)?

The GAQP is an annual award given to teams of state employees that champion service excellence, efficiency, innovation, technology, process improvement, and employee development in Missouri state government.

2. What is a GAQP team?

Any team of individuals employed by the State of Missouri who worked together to implement a project within their own agency, or who worked with another section, division, department, agency, organization or business to implement a project which exemplifies the purpose of the GAQP, may submit a nomination. The combined number of individuals representing any team should consist of 2 to 20 team members (maximum) of which the majority are state employees.

3. Who may nominate a team for the GAQP?

Any Missouri state employee; manager, supervisor, or legislator may nominate a team for the GAQP.

4. How do I nominate a team?

To nominate a team download and complete the application form available at <http://www.training.oa.mo.gov/erp/index.shtml>. You may also obtain a nomination form by contacting the [department coordinator](#) or [state program coordinator](#).

Nominators must include a one-page executive summary (500 words or less) that describes the initial challenge, research, problem solving measure, documentation, results, etc. Executive summary page must be 12 points, Times New Roman font, and left justified. **Attach the executive summary to the front of the nomination.** Before submitting the nomination, please review the [Nomination Checklist](#) to ensure that the nomination is complete.

5. Where do I send the completed nomination?

Send to [department coordinator](#) for review and final disposition.

6. What happens after my nomination has been submitted?

The department coordinator reviews the nomination form and secures the department director's endorsement. After the director has approved the nomination the department coordinator forwards the completed nomination and executive summary to the [state program coordinator](#)

7. What is the deadline for nomination?

Approved and signed nomination forms for the 2014 program must be submitted by the [department coordinator](#) to the Division of Personnel, Center for Management and Professional Development [Center] by **close of business June 17, 2014**. Contact the department coordinator for internal deadlines for review and approval. **Nominations are reviewed by the department coordinator and must include the signatures of the coordinator and department director/elected official before submission to the Center.**

8. What is the selection process?

A selection committee (a team of state executives) uses established criteria to evaluate each nomination, and may select one winning team from each of the four categories, then recommends winning teams to the governor's office for final approval. The Selection Committee will not consider any additional materials (e.g., videos, executive reports, letters, memos, etc) in the evaluation process.

9. How will I know if a team I nominated won the Governor's Award?

Teams receiving the GAQP will be notified by their department director or by their [department coordinator](#).

10. When is the GAQP ceremony?

Typically the ceremony is held in the Rotunda of the State Capitol Building in early fall. Award recipients are formally invited to attend the GAQP ceremony where the Governor, Commissioner of the Office of Administration, department directors and other public officials recognize team members for their accomplishments.

11. How many teams are selected to receive the GAQP?

One team from each of the following categories may be selected and awarded:

- **Customer Service**
- **Efficiency / Process Improvement**
- **Innovation**
- **Technology in Government**
- **Pinnacle Award** - The Pinnacle Award may be awarded to a nominated team if, in the opinion of the Selection Committee, the nomination clearly encompasses multiple award categories in a manner that exemplifies the spirit of the Governor's Award, or exceeds all other nominations. This award is not open for nomination and may only be used by the GAQP Selection Committee

12. Who organizes the GAQP?

The GAQP is administered through the Office of Administration, Division of Personnel, Center for Management and Professional Development. www.training.oa.mo.gov.