

NEWS RELEASE

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Employee Work Teams Recognized for Enhancing State Government

JEFFERSON CITY, Mo. – Today, the Office of Administration recognized three state employee work teams with the prestigious 2013 Governor’s Award for Quality and Productivity (GAQP), marking the 25th anniversary of recognizing accomplishments that serve as an example of continuous improvement, quality and productivity in Missouri state government.

All winning nominations were required to meet requirements related to effectiveness, responsiveness and efficiency that would serve as a model of excellence for other work teams in state government.

This year’s recipients of the Governor’s Award for Quality and Productivity for Customer Service, Efficiency/Process Improvement and Innovation are the following:

- **Customer Service**
MoDOT Statewide Customer Service Team, Missouri Department of Transportation - for developing a new call routing process to respond to Missourians and visitors questions faster with less hold time.
- **Efficiency/Process Improvement**
Route 5 Shared Four-Lane Highway Team, Missouri Department of Transportation - for designing an alternative between two and four lanes roads called Shared Four-Lane Highways. This unique design provides a cost-effective solution to improve traffic flow, increase safety and reduce driver frustration from slow moving vehicles.
- **Innovation**
Potosi Correction Center Reintegration Unit, Missouri Department of Corrections - for devising a new approach in which offenders who had committed crimes while incarcerated would be evaluated and programming tailored to reintroduce them back to the prison’s general population.

Since 1988, this prestigious award has recognized service excellence, encouraged and rewarded innovation and reinforced pride in service to Missouri state government. The GAQP program is administered by the Missouri Division of Personnel’s Center for Management and Professional Development.

For a complete description of each award or to learn more about the Governor’s Award for Quality and Productivity, visit <http://www.training.oa.mo.gov/erp/>.