



State of Missouri

2012 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 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, or community organization 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).

Teams must provide documentation which includes, but is not limited to, background information, measures, etc., and measurable impact of the project nominated.

Once a nomination has been approved by the department/agency and submitted for consideration for the GAQP, no additional team members may be added.

All nominated projects must have been in existence long enough to have a **measurable** impact.

EXECUTIVE SUMMARY

Describe (in 500 words or less) 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. [A blank Executive Summary document is available at the end of this document.]

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 <http://www.training.oa.mo.gov/erp/nominationform.doc>.
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 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

The award will recognize 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

The winning team will develop and implement 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 will deliver benefits to the citizens of Missouri through advances in vital services such as healthcare, education, communications, transportation, etc.

Technology in Government

The winning team will identify, develop, and implement cutting-edge technology to improve services, solve problems, reduce cost, increase efficiency, and extend human capabilities. The winning project will improve the customer experience, achieve better policy outcomes, reduce paperwork burdens, and improve efficiency by reducing duplication and routine processing, leveraging delivery capacity and streamlining processes.

Examples of winning nominations for the above categories are available by visiting the following link:

<http://www.training.oa.mo.gov/erp/winnom.html>.

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

The GAQP 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.

Agency/Department Coordinator Forwards Complete Packet to:

Governor’s Award for Quality and Productivity
Office of Administration – Division of Personnel
Attn: Denise Osborne
Center for Management and Professional Development
Truman State Office Building, Room 430
301 East High Street
Jefferson City, MO 65101

Denise.Osborne@oa.mo.gov

573-526-4554

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



State of Missouri
2012 Governor's Award for Quality and Productivity

NOMINATION FORM

I. GENERAL INFORMATION

Department: _____

1. Project or team name. _____

2. List the name of all team members, job titles, state agency department, and/or community organization. [please list alphabetically by last name]

3. Describe the project (200 words or less)

4. Nomination category.
(Check only one)

INNOVATION

CUSTOMER SERVICE

EFFICIENCY / PROCESS IMPROVEMENT

TECHNOLOGY IN GOVERNMENT

5. Describe why you selected this nomination category.

II. BACKGROUND

1. When did the team begin its work?

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

Completed

III. RESULTS/ACCOMPLISHMENT

1. What did the team accomplish? (150 words or less)

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

cost reduction

time savings

increased effectiveness

improved process

other: describe

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

IV. MEASUREMENT/EVALUATION

1. Describe how the success of the project was measured and what outcomes were achieved. (description should not exceed 300-500 words)

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

Recurring One-time

3. If recurring, how will the benefits be sustained? (Explain in 150 words or less)

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 to the agency coordinator.



**State of Missouri
2012 Governor's Award for Quality and Productivity
Executive Summary**

Team Name:

Nominator:

Nominating Department: [*Nominations must include names of all agencies/departments/organizations/businesses, etc.*]

Category:

Executive Summary: [Executive summary page must be 12 points, Times New Roman font, and left justified.
Attach the executive summary to the front of the nomination]



State of Missouri 2012 Governor's Award for Quality and Productivity 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 [maximum of 20 team members]. **Once the nomination has been submitted no additional names can be added.**
- Ensure all names are spelled correctly and listed alphabetically by **last name**. (Verify spelling of all team members names.)
- Include the job titles and agency/organization of all team members.
- Complete the **Executive Summary** and attach to the **front** of the nomination. Why this project is exceptional, why the citizens of Missouri should be proud of this team, and why the accomplishments are beyond regular responsibilities.
- Forms can be downloaded at <http://www.training.oa.mo.gov/erp/index.shtml>. Enter responses to all questions (reference each section and number clearly) on an original or copy of the nomination form.
- Confirm point of contact and telephone number.
- Review nomination to assure:
 - acronyms and technical terms are identified,
 - supporting documentation,
 - and measurement for the project has been included in the nomination.
- 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*](mailto:Denise.Osborne@oa.mo.gov)

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