

# Governor's Award for Quality and Productivity (GAQP)

## Department Coordinator Information

**GAQP Program:** The GAQP is a *team* award recognizing employee ingenuity annually in three categories within Missouri state government.

- **Customer service excellence**
- **Efficiency/process improvement**
- **Innovation**

Any team consisting of 2 to 20 members, employed by the State who worked together within their own department, or who worked with another department, or worked in concert with employees from a city, county, federal agency, or community organization to implement a project may submit a nomination.

**Responsibilities of a GAQP Department Coordinator:** Coordinators play an essential role in the administration of the awards program by:

- Forwarding an email from the GAQP Statewide Coordinator to agency leadership notifying them nominations are being accepted. The email will include:
  - General information about the program including nomination categories
  - A [link](#) to the Program homepage where more program information can be found including:
    - GAQP Nomination Packet
    - GAQP Frequently Asked Questions
  - A deadline for agencies to submit nominations

*\*Note: Agency leadership will determine how information about the GAQP program will be distributed*

Since nominations must be reviewed and signed by Department Directors, Coordinators must establish an internal agency/office deadline for nomination submissions that allows time for:

- The Coordinator to review nominations to ensure they are complete
- Department Directors to review and sign off on nominations
- Submission of nominations to the Program Administrator

Department Coordinators are responsible for reviewing nominations and ensuring:

- All team members names are included (20 max – majority of team members must be state employees)
- All team members names are spelled correctly and listed on the nomination form alphabetically by last name
- Email for each team member
- Team members job titles are included and current
- Organization where employee works is listed
- All applicable signatures are on the form
- Nominations are filled out completely
- All acronyms and technical terms are clearly identified
- Each nomination is in the correct category (i.e., be familiar with the category descriptions)
- Nominations contain supporting and measurable information/documentation
- Department Director approves and signs all nominations

After nominations are sent to the Statewide Coordinator, they are submitted to the GAQP Selection Committee who makes recommendations to the Governor's Office. After winning teams have been approved by the Governor's Office, the Commissioner of the Office of Administration notifies the appropriate Department Directors and Department Coordinators.

All Department/Office Coordinators will be notified of the winning teams and are responsible for notifying and or recognizing teams that were nominated but not selected.

GAQP Presentation Ceremony: Coordinators from Agencies with winning teams are responsible for:

- Serving as the point-of-contact for all information regarding their agency's winning team(s) at the GAQP Presentation Ceremony and reception
- Ensuring each winning team member receives his/her Presentation Ceremony Invitation
- Preparing and sending to the Statewide Coordinator the RSVP list of award recipients planning to attend the presentation ceremony
- Facilitating Agency approval of Ceremony Program language (team executive summary), and information printed on recipients awards regarding their teams accomplishments
- Being present at award presentation ceremony and serving as staff support
- Picking up awards for any team member not attending the ceremony and forwarding the award to recipients
- Forwarding links to videos and photos taken at the presentation ceremony to award recipients

Julie Schlup, Statewide Coordinator, can also answer questions:

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