WHAT IS THE GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY?

PROGRAM DESCRIPTION

The Governor's Award for Quality and Productivity (GAQP) is a team award recognizing service excellence, efficiency, innovation, technology, process improvement, and employee development in Missouri State Government.   Teams employed by the State of Missouri, who successfully completes a project with another section, division, department, agency or community organization, are eligible to submit a nomination.

Nominations must provide documentation which may include, but is not limited to, background information, procedures, and measurable impact of the project nominated. All winning projects must meet established requirements of effectiveness, responsiveness, and efficiency of such quality that would make the project a model of excellence in state government nationally.

THE GAQP THROUGH THE YEARS

The GAQP was originally established in 1988.   At that time, nominations could be submitted for a project that was completed and received department/agency approval. The nominations were reviewed by a Selection Committee based on a set of criteria. Award winners were identified, and sometimes multiple winners were awarded in one criteria area.

Improvements continued to be made to the GAQP over the years.   In 2001, the use of specific award categories was introduced.   Although this change enhanced and strengthened the GAQP process, more than one team could still be selected as a winner in each category.

In 2005, the Selection Committee revised the selection process to only select and award one team project per category.   The most recent enhancement to the GAQP program was the implementation of the Pinnacle Award in 2010.

The Pinnacle Award is not available for nomination.   It is only used (recommended) by the Selection Committee if, in their opinion, the nomination clearly encompasses multiple award categories in a manner that exemplifies the spirit of the Governor's Award, or exceeds all other nominations.

The GAQP may recognize one winning team in the categories of: Customer Service, Efficiency/Process Improvement, Innovation, and Technology in Government, to serve as a model of efficiency, quality, and effectiveness for other work teams in Missouri State Government to follow.

For information about the Governor's Award for Quality and Productivity contact the program coordinator, Denise Osborne, at (573) 526-4554 / Denise.Osborne@oa.mo.gov, State of Missouri, Center for Management and Professional Development, Office of Administration, Division of Personnel.

History of GAQP
[From 1997 – 2013 – information prior to 1997 is not available]

1997 - Nominations were evaluated based on criteria:

- Better Use of Resources
- Cost Savings
- Exemplary Customer Service
- Teamwork
- Innovations
- Improvement of an Existing Process
- Implementation of a New Process
- Work Above and Beyond Regular Duties

63 Projects were nominated / 9 Projects selected as winners

1998 - Additional criteria was added

- Better Use of Resources
- Cost Savings
- Exemplary Customer Service
- Teamwork
- Innovations
- Improvement of an Existing Process
- Implementation of a New Process
- Results of Team's Efforts
- Departmental or External Impact of Team's Efforts
- Accomplishment Which Might Be Considered Extraordinary

69 Projects were nominated / 9 Projects selected as winners

1999 - Nominations were evaluated based on criteria:

- Better Use of Resources
- Cost Savings
- Exemplary Customer Service
- Teamwork
- Innovations
- Improvement of an Existing Process
- Implementation of a New Process
- Results of Team's Efforts
- Departmental or External Impact of Team's Efforts
- Accomplishment Which Might Be Considered Extraordinary

69 Projects were nominated / 8 Projects selected as winners

2000 - Nominations were evaluated based on criteria:

- Better Use of Resources
- Cost Savings
- Exemplary Customer Service
- Teamwork
- Innovations
- Improvement of an Existing Process
- Implementation of a New Process
- Results of Team's Efforts
- Departmental or External Impact of Team's Efforts
- Accomplishment Which Might Be Considered Extraordinary

58 Projects were nominated / 5 Projects selected as winners

2001 - Categories were introduced:

- Better Use of Resources
- Exemplary Customer Service
- Teamwork
- Innovations
- Improvement of an Existing Process
- Implementation of a New Process
- Automation
- Diversity

50 Projects were nominated / 8 Projects selected as winners

2002 - Categories utilized

- Better Use of Resources
- Exemplary Customer Service
- Teamwork
- Innovations
- Improvement of an Existing Process
- Implementation of a New Process
- Automation
- Diversity

52 Projects were nominated / 7 Projects selected as winners

2003 - Categories were revised:

- Better Use of Resources
- Exemplary Customer Service
- Teamwork
- Process Improvement
- Diversity
- Innovations

81 Projects were nominated / 9 Projects selected as winners

2004 - Categories:

- Better Use of Resources
- Exemplary Customer Service
- Teamwork
- Process Improvement
- Diversity
- Innovations

50 Projects were nominated / 11 Projects selected as winners

2005 - [The decision/recommendation was implemented to only award 1 team from each category if, in the opinion of the Selection Committee, nominations met award criteria.] Categories were revised.

- Customer Services
- Efficiency
- Workforce Planning
- Innovation
- Process Improvement
- Technology in Government

39 Projects were nominated / 6 Projects selected as winners

2006 - Categories:

- Customer Services
- Efficiency
- Workforce Planning
- Innovation
- Process Improvement
- Technology in Government

40 Projects were nominated / 4 Projects selected as winners

2007 - Categories were revised:

- Customer Services
- Efficiency
- Innovation
- Process Improvement
- Technology in Government

32 Projects were nominated / 5 Projects selected as winners

2008 - Categories:

- Customer Services
- Efficiency
- Innovation
- Process Improvement
- Technology in Government

32 Projects were nominated / 5 Projects selected as winners

2009 - Categories:

- Customer Services
- Efficiency
- Innovation
- Process Improvement
- Technology in Government

25 Projects were nominated / 4 Projects selected as winners

2010 - Categories were revised:

- Customer Service
- Efficiency/Process Improvement
- Innovation
- Technology in Government
- Pinnacle Award – this category is not open for enrollment and may only be utilized by the Selection Committee if in their opinion, one nomination clearly encompasses multiple award categories in a manner the exemplifies the spirit of the Governor's Award or exceed all other nominations.

Pinnacle Award given for first time to the Diverging Diamond Interchange Team [MoDOT]

23 Projects were nominated / 5 projects selected as winners [includes Pinnacle]

2011 - Categories

- Customer Service
- Efficiency/Process Improvement
- Innovation
- Technology in Government
- Pinnacle Award

21 Projects were nominated / 4 Projects selected as winners [Pinnacle Award not utilized]

2012 - Customer Service

- Efficiency/Process Improvement
- Innovation
- Technology in Government
- Pinnacle Award

Pinnacle Award given to DM 3700 Team [DMH]

25 Projects were nominated / 4 Projects selected as winners [includes Pinnacle Award]

2013 – 25 Anniversary of GAQP - Categories

- Customer Service
- Efficiency/Process Improvement
- Innovation
- Technology in Government
- Pinnacle Award

25 Projects were nominated / 3 Projects selected as winners [Pinnacle Award not utilized]