



2008
Application
Board of Examiner

2008 BOARD OF EXAMINER APPLICATION

GENERAL INFORMATION

The Governor's Quality Award, formerly known as the Arkansas Institute for Performance Excellence, is a non-profit service organization that promotes the awareness of performance excellence as an increasingly important element in competitiveness. Not only does it recognize organizations from the Challenge Award to the Governor's Award, it also aims to increase the understanding of the requirements for performance excellence. To accomplish this, the Governor's Quality Award promotes information sharing on successful performance strategies and the benefits derived from implementation of these strategies.

AWARD ELIGIBILITY

Any public or private organization in the state of Arkansas may apply at one of the following award levels for performance excellence:

- Challenge Award – Level 1
- Commitment Award – Level 2
- Achievement Award – Level 3
- Governor's Award for Performance Excellence – Level 4

THE CRITERIA FOR PERFORMANCE EXCELLENCE

The Criteria for the Governor's Quality Award are the basis for providing applicants with feedback and recognition. In addition, the Criteria have three other important roles in strengthening Arkansas' competitiveness:

- to help improve performance practices and capabilities;
- to facilitate communication and sharing of best practices among Arkansas organizations of all types; and
- to serve as a working tool for understanding and managing performance, planning, training, and assessment.

The Criteria for the Governor's Quality Award are in seven categories:

1. Leadership
2. Strategic Planning
3. Customer and Market Focus
4. Measurement, Analysis, and Knowledge Management
5. Workforce Focus
6. Process Management
7. Results

AWARD EVALUATION PROCESS

Members of the Board of Examiners evaluate applications in the levels of Commitment, Achievement and Governor's Award. After the evaluation process, the Examiners prepare a written feedback report outlining strengths and areas for improvement for the applicant.

CONFIDENTIALITY

All Award and Examiner applications are confidential. Information on the successful strategies of Award recipients is released only after approval is received from the recipients.

REQUESTS FOR INFORMATION

Governor's Quality Award
1200 West Capitol Street
Little Rock, AR 72201-3014

Telephone: 501-372-2222 (Little Rock)
501-372-2722 (Fax)

E-mail: info@arkansas-quality.org

Web page: www.arkansas-quality.org

EXAMINER APPLICATION PROCESS

If you believe you are qualified, are willing to make a serious commitment of time and energy, and want to benefit from the networking and educational experience of being an Examiner, we invite you to apply to serve on the 2008 Board of Examiners.

Examiner training is provided tuition-free to accepted candidates for the Board of Examiners. The Board of Examiners is comprised of leading Arkansas business, health care, and education experts selected from industry, professional, and trade organizations, government agencies, and not-for-profit groups.

Examiners must take part in a comprehensive training course covering the Criteria for Performance Excellence and the evaluation process. Examiners who served on the Board in previous years are required to reapply if they wish to serve again in 2008.

Those selected to be Examiners must have time available during the period of April-August to attend the training class in Little Rock and to conduct evaluations and site visits. The 2008 Time Line for the Examiner process appears on page 4.

APPOINTMENTS

Examiners are appointed to serve for one Award cycle by the Board of Directors and the Executive Director of the Governor's Quality Award. Appointments are subject to the Conditions of Involvement described on page 3 and the Code of Ethical Conduct described on page 5.

NOTIFICATION PROCESS

Notification letters will be mailed within ten days after receipt in the Quality office to all Examiner candidates indicating their selection status.

TRAINING

Training for those selected to be Examiners will be held in Little Rock. Applicants must indicate their preference from the sessions offered on the application form.

SELECTION PROCESS

The Governor's Quality Award Program seeks to provide a Board of Examiners capable of evaluating organizations eligible for the Quality awards and who are willing to serve as representatives of the Program.

Candidates must have a reputation for ethical conduct and integrity. Those selected meet high standards of qualification and peer recognition. Board members are selected on the basis of their personal qualifications and are not considered representatives of their employers or any other organization. Qualifications include broad knowledge of quality

practices and improvement strategies, length, breadth, and types of experience, communication skills, education and training, and activities and achievements. Coverage and balance of all sectors are important considerations in selection because applicants represent the entire state of Arkansas. Accordingly, efforts are made to ensure broad participation and to avoid disproportionate involvement by one industry or employees from a single company. Due to this policy, it is possible that some highly qualified applicants may not be selected.

SELECTION FACTORS FOR THE BOARD OF EXAMINERS

Applications for the Board of Examiners are evaluated on the following basis:

◆ **Criteria Category Expertise** – refers to experience in the seven Criteria Categories. Current or previous positions may demonstrate responsibilities for a wide range of activities encompassed in several categories. For example, employment history may show supervision of a large enough number of people to understand Workforce Focus (Category 5), significant production leadership experience that enables an understanding of Process Management (Category 6), or marketing expertise that facilitates an understanding of Customer and Market Focus (Category 3).

◆ **Breadth and Depth of Experience** – refers to the in-depth experience an applicant has in several industrial, service, health care, or education sectors. (See North American Industrial Classification System Codes [NAICS] on the inside back cover.) Given the conflict of interest restrictions in assigning Examiners to evaluate applications, candidates with in-depth knowledge of more than one industry are sought.

◆ **Specialized Expertise** – refers to knowledge or skill in an area of high need such as experience in small business operations, senior management, statistical methods, health care, education and financial results. Your expertise may be demonstrated through formal studies and/or accomplishments, which may include relevant job experience, papers or articles written, research conducted, and degrees or certificates earned.

◆ **Examiner Skills** – refers to the skills that have proven useful to Examiners. These skills include leadership ability, analytical ability (particularly as it applies to evaluating an organization), the ability to communicate both orally and in writing, and interpersonal skills that enable Examiners to serve as effective team members.

OPTIONAL FEE-PAID ATTENDANCE

For individuals who would like to take advantage of this examiner training and not participate on the Board of Examiners, it is offered on a space availability and fee basis. **The pre-course assignment must be completed prior to the scheduled training class or the individual will not be allowed to participate in the training class.** Fee for the three-day training class, including all materials, lunches and refreshment breaks, is \$995 per person. This fee may be refunded if the individual initially meets the qualifications to become an examiner and then chooses to **fully** participate as an examiner after attending the class. Individuals will be notified of their qualification acceptance upon receipt of the Board of Examiner application. Refunds will be made after the feedback report is received and evaluated and full participation is documented. Fee-paid participants will be accepted and confirmed on space availability after all accepted examiner candidates are assigned to classes.

CONDITIONS OF INVOLVEMENT

◆ **Completion of Application** – Prospective Board members must submit a 2008 Board of Examiner Application to be postmarked or e-mailed no later than **March 13, 2008**. When on-line, save as a file and email the attachment to info@arkansas-quality.org. Examiner applications **may not** be sent by fax. All Board of Examiner candidates must reapply annually. Applicants will be sent letters within ten days informing them of their selection status. If a candidate finds, after submitting an application, that he/she would be unable to accept an appointment if offered, he/she should immediately notify the Governor's Quality Award Program office to avoid a cancellation fee (see Page 4).

◆ **Code of Ethical Conduct** – Board members are expected to carry out their duties and responsibilities in accordance with the Code of Ethical Conduct (see page 5).

◆ **Disclosure of Conflict of Interest** – Members of the Governor's Quality Award Board of Examiners shall be individually responsible for preventing conflicts of interest in situations. Prior to participating in evaluations affecting a specific organization, Board members will certify that no conflict of interest exists. Examples of conflicts of interest are: major stock holdings or interest in the subject organization, competitor organization, having the organization as a past, present or likely future client, other affiliations which could influence the examiner's actions with respect to the subject organization.

◆ **Term of Appointment** – The term of a member of the Board of Examiners is from the time of successful completion of the training through the 2008 Governor's Quality Award Celebration ceremony.

◆ **Time Commitment** – Applicants for the Board of Examiners should give careful consideration to the time commitment required to meet the process schedule. The actual commitment will depend on the number of applications reviewed and whether the Examiner participates in site visits. Although the Program seeks to accommodate the varying schedules, Board members must be able to commit to the Program's critical review periods detailed in the Award Time Line (page 4). A person who is considering applying to become a member of the Governor's Quality Award Board of Examiners should be aware that four to eight days of time might be required, in addition to training, to fulfill the commitment between April-August with a peak workload from June through August. Review of written applications is carried out at the Examiner's work location or home. Business is also conducted by mail, e-mail and telephone. Travel is necessary only for training and site visits. **All Examiners are expected to fully participate in the independent review, consensus review, site visit (if assigned) and the feedback report preparation.**

◆ **Examiner Training** – The examiner training is provided without charge to accepted applicants. Examiner training is critical to the Program's success, as it includes detailed review of the criteria, evaluation process, consensus development, site visit requirements, and Code of Ethical Conduct. All Board of Examiner members must successfully complete one of the 3-day examiner training classes scheduled. Special classes will not be provided for those who cannot attend one of the scheduled classes. A pre-course assignment is mailed as the first step toward the successful completion of the training class. This pre-course assignment must be completed prior to the scheduled training class or the candidate will not be allowed to participate in the training course.

◆ **Adherence to Award Process** – Board members are expected to meet all requirements associated with a fair and competent evaluation. This includes using the Criteria for the Governor's Quality Award, adhering to the evaluation processes, meeting site visit requirements and avoiding conflicts of interest. Thorough documentation and written communication are essential parts of the overall review process.

◆ **Assignment of Board Members** – The Program seeks to provide the fairest, most competent evaluation of each application. Accordingly, Board members are assigned to applications on the basis of their knowledge and experience, consistent with the requirements to avoid conflicts of interest, to apportion the application load equitably, and to adhere to agreed-upon schedules.

◆ **Compensation and Reimbursement** – The Governor’s Quality Award is a 501(c)(3) not-for-profit corporation. The application fees are kept to a minimum to encourage broad participation and the Program operates with maximum voluntary support. Therefore, the Program does not pay honoraria. Recognizing it is necessary for some examiners to

travel out of town to complete site visits, the following will be paid, upon written request with receipts, to those examiners who *travel and their employers will not cover the expense*:

Commitment Level

Up to \$80 for a 1-day site visit

Achievement Level

Up to \$80 per day for a 2-day site visit
\$160 total

Governor’s Level

Up to \$80 per day for a 3-day site visit
\$240 total

CANCELLATION FEE

The Examiner Training class is free *provided* the Examiner fulfills their commitment to the Governor’s Quality Award Program. To cover printing costs and prior food arrangements, **there will be a \$100 cancellation fee if the individual cancels less than ten working days prior to the scheduled class or does not attend the class.**

ASQ CERTIFICATION

ASQ Certified Quality Engineers, Reliability Engineers, and Quality Auditors may earn up to 5.1 recertification credits for attending this program, providing it is covered under one area of the body of knowledge in which you are seeking recertification or it is for job enhancement.

2008 TIME LINE

Board of Examiner Application Deadline March 13
 Intent to Apply for Award Applicants..... April 4
 Examiner Training: Little Rock April 15-16-17
 Examiner Training: Little Rock April 23-24-25
 Examiner Training: Little Rock.....May 6-7-8
 Award Application Deadline..... May 6
 Application Assessment & Team Consensus May-July
 Site Visits June-August
 Judges Meeting ~ Award Recommendations September
 Governor’s Quality Award Celebration Banquet October
 Examiner Feedback Meeting (Morning Session) October

CODE OF ETHICAL CONDUCT

Members of the Governor's Quality Award Board of Examiners pledge to uphold their professional principles in the fulfillment of their responsibilities. In promoting high standards of public service and ethical conduct, Board members

- conduct themselves professionally, with truth, accuracy, fairness, and responsibility to the public;
 - avoid representing or competing interests, or place themselves in such a position where their interest may be in conflict, or appear to be in conflict, with the purposes and administration of the Award;
 - safeguard the confidences of all parties involved in the judging or examination of present or former applicants;
 - protect confidential information and avoid disclosures that may in any way influence the Award integrity or process, currently or in the future;
 - do not serve any private or special interest in their fulfillment of the duties of a Judge or Examiner, therefore, excluding by definition the examination of any organization or subunit of an organization that employs them or has a consulting arrangement in effect or anticipated with them;
 - do not serve as Examiners of a primary competitor or customer or supplier of any organization (or subunit of an organization) that employs them, that they have a financial interest in, or with which they anticipate a consulting arrangement, or are otherwise involved;
 - do not approach an organization they have evaluated for their personal gain, including the establishment of an employment or consulting relationship, for a period of two years after the evaluation;
 - maintain and safeguard fairness in the examination process, the confidentiality of all award application information, including the identity of applicants;
 - treat as confidential all information about the applicant and the applicant's operation gained through the evaluation process, and take the following precautions:
 - Applicant information is not discussed with anyone, including other examiners, with the exception of designated team members, Judges, and the award administrator. This includes information contained in the written application, as well as any additional information obtained during a site visit.
 - Names of applicants are not disclosed during or after the application review process.
 - No copies of application information are made or retained and no notes, written or electronic, pertaining to the application are retained. (AIPE will notify Examiners when to destroy materials.)
 - Do not reveal or discuss with other Examiners, either during training or during the application review phases, their participation with an organization in the preparation of an Award application.
- personally and independently score all assigned applications;
 - during Independent and Consensus Review, do not communicate with applicant organization, or in any manner seek additional documentation, information or clarification about the applicant's organization. At Site Visit Review, the site visit team leader will communicate with the applicant;
 - do not at anytime (during or after the evaluation cycle) independently give feedback to applicants regarding scoring or overall performance;
 - during the consensus and site visit processes, encourage and maintain a professional working environment that promotes respect for the Award applicants, their employees, and all members of the Examiner Team;
 - when participating in a site visit, respect the climate, culture, and values of the organization being evaluated.

Furthermore, Board members enhance and advance the Governor's Quality Award as it serves to stimulate companies and organizations to improve quality, productivity, and overall performance. All Board members pledge to abide by this Code of Ethical Conduct.

**APPLICATION FOR THE GOVERNOR'S QUALITY AWARD
BOARD OF EXAMINERS**

*Thank you for your interest in becoming an Examiner. You may mail or e-mail your application. To be eligible for consideration your original application must be received or postmarked no later than March 13, 2008. Faxed copies are **not** acceptable. If you have any questions, call the Governor's Quality Award office at 501-372-2222 in Little Rock.*

Send the original application to: **GOVERNOR'S QUALITY AWARD
1200 WEST CAPTIOL
LITTLE ROCK, AR 72201-3014**

e-mail: info@arkansas-quality.org (Please attach as a document.)

PRINT OR TYPE ALL INFORMATION (If using Word, please TAB to next data entry.)

Last Name	First Name	M.I.

Job Title	Name Tag Preference

Employer	NAICS Code (Page 10)

Work Mailing Address	City	County	State	Zip	

Home Mailing Address	City	County	State	Zip	

E-mail address:	
Work Phone: ()	Work Fax: ()
Home Phone: ()	Cell Phone: ()

Preferred Phone: Work Home **Preferred Mailing Address:** Work Home

Training Dates: Please rank your preference 1 and 2, using 1 as most preferred:

Cancellation Fee - \$100 - See page 4 for details

_____ April 15-16-17 (Tues-Wed-Thurs) – Little Rock	(Class preference will be given on a first come, first received basis)
_____ April 23-24-25 (Wed-Thurs-Fri) – Little Rock	
_____ May 6,7,8 ((Tues-Wed-Thurs) – Little Rock	

Name Preference on Certificate (Use of one degree or credential is optional):

List up to five NAICS Codes most relevant to your expertise (See page 10)

All Board of Examiner candidates must apply each year. If you have served as an Examiner, please complete this page AND provide updated information in all other sections applicable.

*If you are applying for training only on a **fee-paid basis**, check here and enclose your check for \$995.00.*

EMPLOYMENT EXPERIENCE

Describe your last five positions or the last 15 years, whichever is longer. Begin with the most recent.

Employer:			
Dates of Service: From:	to Present	Total # Employees:	NAICS Code:
Job Title:		# Employees Supervised:	
Unit/Department:			
Supervisor's Name:		Title:	Phone:
Type of products or services:			

Employer:			
Dates of Service: From:	to	Total # Employees:	NAICS Code:
Job Title:		# Employees Supervised:	
Unit/Department:			
Supervisor's Name:		Title:	Phone:
Type of products or services:			

Employer:			
Dates of Service: From:	to	Total # Employees:	NAICS Code:
Job Title:		# Employees Supervised:	
Unit/Department:			
Supervisor's Name:		Title:	Phone:
Type of products or services:			

Employer:			
Dates of Service: From:	to	Total # Employees:	NAICS Code:
Job Title:		# Employees Supervised:	
Unit/Department:			
Supervisor's Name:		Title:	Phone:
Type of products or services:			

Employer:			
Dates of Service: From:	to	Total # Employees:	NAICS Code:
Job Title:		# Employees Supervised:	
Unit/Department:			
Supervisor's Name:		Title:	Phone:
Type of products or services:			

CATEGORY EXPERIENCE

Tell us what specific work experience you have had that would qualify you to evaluate an organization in each of the following Governor's Quality Award Criteria Categories. Please refer to actual on-the-job experience only. *You are not expected to possess, nor is it a requirement that you possess, substantial expertise in all of the Criteria Categories.*

LEADERSHIP

STRATEGIC PLANNING

CUSTOMER AND MARKET FOCUS

MEASUREMENT, ANALYSIS, AND KNOWLEDGE MANAGEMENT

WORKFORCE FOCUS

PROCESS MANAGEMENT

RESULTS

EDUCATION AND TRAINING

Formal Education:

Institution	Degree(s) or Certificate Received	Dates Attended

Non-degree Training - Must be **related to** the seven categories of the criteria (see page 1):

Course Topic & Description	Length (Time)	Dates

SELF RANKING:

Please rank from 1 to 7 your ability to evaluate in the following Categories: 1=*Best*
(Use no number more than once.)

- _____ Leadership
- _____ Strategic Planning
- _____ Customer and Market Focus
- _____ Measurement, Analysis, and Knowledge Management
- _____ Workforce Focus
- _____ Process Management
- _____ Results

Please rank from 1 to 7 your level of knowledge or skill in the following areas: 1=*Best*
(Use no number more than once.)

- _____ Expertise in the management of an organization
- _____ Expertise in the analysis of results
- _____ Knowledge of practices and improvement strategies leading to performance excellence
- _____ Written skills
- _____ Leadership skills
- _____ Interpersonal skills
- _____ Education or training skills

ACTIVITIES AND ACHIEVEMENTS RELEVANT TO QUALITY

List publications and major reports (please limit to six examples) and include active professional affiliations with involvement within the past five years.

North American Industrial Classification System (NAICS) Codes

You can access the NAICS codes on-line at www.census.gov, select subject A to Z, then select NAICS.

111 Crop Production	445 Food and Beverage Stores	6112 Junior Colleges
112 Animal Production	446 Health and Personal Care Stores	6113 Colleges, Universities, and Professional Schools
113 Forestry and Logging	447 Gasoline Stations	6114 Business Schools and Computer and Management Training
115 Support Activities for Agriculture and Forestry	448 Clothing and Clothing Accessories Stores	6115 Technical and Trade Schools
211 Oil and Gas Extraction	451 Sporting Goods, Hobby, Book, and Music Stores	6116 Other Schools and Instruction
212 Mining (except Oil and Gas)	452 General Merchandise Stores	6117 Educational Support Services
213 Support Activities for Mining	453 Nonstore Retailers	621 Ambulatory Health Care Services
221 Utilities	481 Air Transportation	6211 Offices of Physicians
236 Construction of Buildings	482 Rail Transportation	6212 Offices of Dentists
237 Heavy and Civil Engineering Construction	483 Water Transportation	6213 Offices of Other Health Practitioners
238 Specialty Trade Contractors	484 Truck Transportation	6214 Outpatient Care Centers
311 Food Manufacturing	485 Transit and Ground Passenger Transportation	6215 Medical and Diagnostic Laboratories
312 Beverage and Tobacco Product Manufacturing	486 Pipeline Transportation	6216 Home Health Care Services
313 Textile Mills	487 Scenic and Sightseeing Transportation	6219 Other Ambulatory Health Care Services
315 Apparel Manufacturing	488 Support Activities for Transportation	622 Hospitals
316 Leather and Allied Product Manufacturing	491 Postal Service	623 Nursing and Residential Care Facilities
321 Wood Product Manufacturing	492 Couriers and Messengers	711 Performing Arts, Spectator Sports, and Related Industries
322 Paper Manufacturing	493 Warehousing and Storage	712 Museums, Historical Sites, and Similar Institutions
323 Printing and Related Support Activities	511 Publishing Industries (except Internet)	713 Amusement, Gambling, and Recreation Industries
324 Petroleum and Coal Products Manufacturing	512 Motion Picture and Sound Recording Industries	721 Accommodation
325 Chemical Manufacturing	515 Broadcasting (except Internet)	722 Food Services and Drinking Places
326 Plastics and Rubber Products Manufacturing	516 Internet Publishing and Broadcasting	811 Repair and Maintenance
327 Nonmetallic Mineral Product Manufacturing	521 Monetary Authorities—Central Bank	812 Personal and Laundry Services
331 Primary Metal Manufacturing	522 Credit Intermediation and Related Activities	813 Religious, Grantmaking, Civic, Professional, and Similar Organizations
332 Fabricated Metal Product Manufacturing	523 Securities, Commodity Contracts and Other Financial Investments and Related Activities	814 Private Households
333 Machinery Manufacturing	524 Insurance Carriers and Related Activities	921 Executive, Legislative, and Other General Government Support
334 Computer and Electronic Product Manufacturing	525 Funds, Trusts, and Other Financial Vehicles	922 Justice, Public Order, Safety Activities
335 Electrical Equipment, Appliance, and Component Manufacturing	531 Real Estate	923 Administration of Human Resource Programs
336 Transportation Equipment Manufacturing	532 Rental and Leasing Services	924 Administration of Environmental Quality Programs
337 Furniture and Related Product Manufacturing	533 Lessors of Nonfinancial Intangible Assets (except Copyrighted Works)	925 Administration of Housing Programs, Urban Planning, and Community Development
339 Miscellaneous Manufacturing	541 Professional, Scientific, and Technical Services	926 Administration of Economic Programs
423 Merchant Wholesalers, Durable Goods	551 Management of Companies and Enterprises	927 Space Research and Technology
424 Merchant Wholesalers, Nondurable Goods	561 Administrative and Support Services	928 National Security and International Affairs
425 Wholesale Electronic Markets and Agents and Brokers	562 Waste Management and Remediation Services	999 Unclassified Establishments
441 Motor Vehicle and Parts Dealers	611 Educational Services	
442 Furniture and Home Furnishings Stores	6111 Elementary and Secondary Schools	
443 Electronics and Appliance Stores		
444 Building Material and Garden Equipment and Supplies Dealers		