



2019  
Application  
Board of Examiners

# 2019 BOARD OF EXAMINER APPLICATION

## GENERAL INFORMATION

The Governor's Quality Award 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, GQA also aims to increase the understanding of the requirements for performance excellence. To accomplish this, GQA 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 program are the basis for providing applicants with feedback and recognition. In addition, the Criteria have three other important roles in strengthening Arkansas's 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. Strategy
3. Customers
4. Measurement, Analysis and Knowledge Management
5. Workforce
6. Operations
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 Avenue  
Little Rock, AR 72201-3014

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

E-mail: [sweatter@arkansas-quality.org](mailto:sweatter@arkansas-quality.org)

Web page: [www.arkansas-quality.org](http://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 2019 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 Baldrige Excellence Framework criteria and the evaluation process. Examiners who served on the Board in previous years are required to reapply if they wish to serve again in 2019.

Those selected to be Examiners must have time available during the period of April through June to attend the training class in Little Rock and to conduct evaluations and site visits. The 2019 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 Director of Operations 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

Applicants will be contacted within ten days after receipt in the GQA 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 GQA 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 (Category 5), significant production leadership experience that enables an understanding of Operations (Category 6), or marketing expertise that facilitates an understanding of Customers (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 days of 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 2019 Board of Examiner Application to be postmarked or e-mailed no later than **February 28, 2019. (Early registration will provide opportunity to participate in additional pre-training provided through webinars offered only to members of the Board of Examiners).** When on-line, save as a file and email the attachment to [sweatter@arkansas-quality.org](mailto:sweatter@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 2019 GQA Awards 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 five days of time might be required, in addition to training, to fulfill the commitment between April-June with a peak workload from April through May. 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 the two-day examiner training for all examiners and mandatory one day training for first examiners.** Special classes will not be provided for those who cannot attend one of the scheduled classes. New examiners will receive a short pre-course assignment as the first step toward the successful completion of Examiner Training I. **This pre-course assignment must be completed prior to Examiner Training II.**

◆ **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 Performance Excellence, 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*:

**Achievement Level**

Up to \$100 per day for a 2-day site visit  
\$200 total

**Governor’s Level**

Up to \$100 per day for a 3-day site visit  
\$300 total

**CANCELLATION FEE**

The Examiner Training class is free *provided* the Examiner fulfills his/her 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.

**2019 TIME LINE**

Board of Examiner Application Deadline .....February 28  
 Applicant Training I – Key Business Factors . . . . . November 6  
 Applicant Training II – Achievement/Governor .....December 11  
 Applicant Training II – Commitment.....December 13  
 Applicant Training III – Focusing on the Details....January 8  
 Award Application Deadline.....March 27  
 Examiner Training I .....March 12  
 Examiner Training II, Little Rock..... April 3-4  
 Healthcare Seminar, Little Rock.....June 18  
 Application Assessment & Team Consensus .....April-June  
 Site Visits .....May-June  
 Judges’ Meeting ~ Award Recommendations.....August  
 Awards Celebration Banquet..... September 12  
 Examiner Feedback Meeting (Morning Session) ....September

## 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. (GQA 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  
2019 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 February 28, 2019. Faxed copies are **not** acceptable. If you have any questions, call the GQA office at 501-372-2222 in Little Rock.*

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

**E-mail: [sweatter@arkansas-quality.org](mailto:sweatter@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	

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

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

**March 12 – Examiner Training I for First and Second-Year Examiners  
Arkansas State Chamber of Commerce,  
1200 West Capitol, Little Rock  
April 3-4 -Examiner Training II, Mosaic Templars Cultural Center  
501 West 9<sup>th</sup> Street, Little Rock**

Name Preference on Certificate (Use of one degree or credential is optional):
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**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. See page 3.*

**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:
Job Title:			# Employees Supervised:
Unit/Department:			
Supervisor's Name:		Title:	Phone:
Type of products or services:			

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

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

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

Employer:			
Dates of Service: From:		to	Total # Employees:
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 GQA 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.*

<b>LEADERSHIP</b>
<b>STRATEGY</b>
<b>CUSTOMERS</b>
<b>MEASUREMENT, ANALYSIS AND KNOWLEDGE MANAGEMENT</b>
<b>WORKFORCE</b>
<b>OPERATIONS</b>
<b>RESULTS</b>

**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 Focus
- \_\_\_\_\_ Measurement, Analysis, and Knowledge Management
- \_\_\_\_\_ Workforce Focus
- \_\_\_\_\_ Operations Focus
- \_\_\_\_\_ 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.

