

GOVERNOR'S QUALITY AWARDS INFORMATION FORM: 2022
COMMITMENT/ACHIEVEMENT/GOVERNORS LEVEL: ORIGINAL AND EIGHT (8) COPIES MUST BE POSTMARKED OR RECEIVED BY April 1, 2022.

CHALLENGE LEVEL: COACHING MUST BE SCHEDULED, and the INFORMATION FORM MUST BE COMPLETED BY JULY 1, 2022.

1. APPLICANT

<p><i>(How Organization's name will appear on award)</i></p>
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MAILING ADDRESS – for banquet invitations

City	County	Zip

2. SIZE OF ORGANIZATION

Number of full time (or equivalent) employees in Arkansas:
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3. AWARD LEVEL (Check one)

Based on the information given on pages 3 & 4 identify the level in which your organization is applying.

- Challenge Award - \$1500
- Commitment Award - \$2500
- Achievement Award - \$4000
- Governor's Award - \$6000

4. OFFICIAL CONTACT POINT (Official with authority to provide information or arrange for a site visit.)

Name:
Title:
Phone:()
E-Mail:

5. APPLICATION FEE - ENCLOSED:

AMOUNT: \$ _____

6. PUBLICITY PERMISSION

Do we have your permission to publicly announce your organization's name and Award Level as a part of the Program's publicity? <div style="text-align: right;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </div>

7. ORGANIZATION'S SENIOR OFFICIAL AT THIS LOCATION

Signature:
Print Name:
Title:
Phone: ()
Email:
Address: (if different from #1)

APPLICATION SUBMISSION

Return original and eight (8) copies of the Application Form and a **check made payable to Governor's Quality Award. Mail package to:**

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

PRINT THIS PAGE AND RETURN IT WITH YOUR APPLICATION.

GENERAL INFORMATION

INTRODUCTION

The Governor's Quality Award (GQA) is administered by the Arkansas Institute for Performance Excellence (AIPE), a 501(c)3 organization. The Award program was developed to improve the processes and ultimately profitability for any type of organization: health care, schools, government agencies, churches, manufacturing, consulting, nonprofits, or retail.

Strong companies drive a robust Arkansas economy. The GQA process creates a system for measuring progress and growth that creates strong companies.

In keeping with this philosophy, every organization that completes the application procedures is recognized with one of the Award Levels described on pages 2 and 3.

Applicants at the Achievement or Governor's level will receive the level for which they applied or the level below. Once a company has achieved the Governor's Award for Performance Excellence, that company can apply for the national award: the Baldrige Award.

Each recipient will receive their Award at the Governor's Quality Award Celebration ceremony in September.

The GQA was developed by a team of volunteers with a variety of backgrounds and employers. The team uses the [Malcolm Baldrige National Quality Award](#) as a basis for the Arkansas process.

BENEFITS OF PARTICIPATING

Gaining a competitive edge is the **primary goal of organizations that commit to the pursuit of excellence.** Some noted benefits of past award participants include:

- ✓ Increased customer loyalty by showing your commitment to quality products and services;
- ✓ Improved operational efficiency;
- ✓ Education and training focused on quality

principles;

- ✓ Self-assessed business processes identifying strengths as well as areas for improvement;
- ✓ Public recognition the Governor at the annual Celebration Banquet;
- ✓ Use of the GQA logo in your advertising, correspondence, etc.
- ✓ Preparation for ISO or other certification audits;
- ✓ Customized feedback report containing the assessments from quality improvement and business professionals.

FEEDBACK TO APPLICANTS

Each applicant that applies at the Challenge, Commitment, Achievement, and Governor's award levels receives a written feedback report at the conclusion of the review process. The feedback is based upon the applicant's responses to the Award Criteria and site visit results if a site visit is required.

ELIGIBILITY

Any public or privately-held organization of any size, including government agencies located in the state of Arkansas may apply.

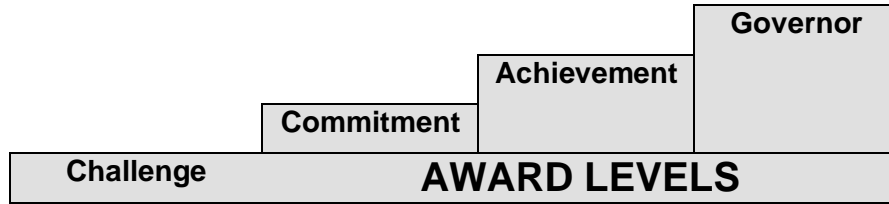
CONFIDENTIALITY

All applications are confidential. Applicants are not expected to provide or to reveal proprietary information regarding products, processes, or services. Examiners sign non-disclosure agreements and do not have any conflict of interest with the applicant. Information regarding participation, awards, or successful strategies will not be released without written approval of the applicant.

FUNDING

The Governor's Quality Award Program is administered by the AIPE, an independent 501(c) (3) not-for-profit organization. The GQA Program operates at a modest cost because the majority of the effort is provided by professionals who volunteer their time and expertise.

FOUR AWARD LEVELS STAIRCASE TO PERFORMANCE EXCELLENCE



Challenge Award

This is the starting point for any organization interested in adopting and applying quality principles as defined by the [Baldrige Excellence Framework](#). Applicants will learn how to use the Criteria to achieve performance excellence.

Requirements and Benefits:

- ✓ Complete the Information form;
- ✓ 4 – 6 hours of one-on-one coaching to prepare the Key Factors Worksheet and draft the Organizational Profile;
- ✓ Attend Applicant I training;
- ✓ Receive recognition at the Challenge Level during the annual Awards Celebration Banquet;
- ✓ Receive a Feedback Report with links to the Process and Results Criteria.

Commitment Award

Organizations have improved their processes with the knowledge and skills gained from the Challenge Award. Leaders have a plan to move the organization toward total performance excellence and have progressed to a point of serious commitment.

Requirements and Benefits:

- ✓ Complete the Information form;
- ✓ Complete the Organizational Profile;
- ✓ Respond to pre-selected questions provided by the AIPE from the Baldrige Excellence Framework;
- ✓ Receive recognition at the Commitment Level during the annual Awards Celebration Banquet;
- ✓ Receive a Feedback Report with key Strengths and Opportunities;
- ✓ Follow-up call/in-person meeting for Feedback Report debrief.

Achievement Award*

Organizations applying for this level have demonstrated systematic processes. They are moving toward a culture of continuous learning and improvement.

Requirements and Benefits:

- ✓ Complete the Information form;
- ✓ Complete the Key Factors Worksheet and a 3 to 5-page Organizational Profile;
- ✓ Attempt to respond to all questions in the [Baldrige Excellence Framework](#);
- ✓ **Host a 1½ day site visit (required);**
- ✓ Receive recognition at the Achievement or Commitment Level during the annual Awards Celebration Banquet;
- ✓ Receive a Feedback Report with key Strengths and Opportunities;
- ✓ Provide an Examiner for Examiner Training and application assessment.

Governor's Award for Performance Excellence*

Presented to organizations that have demonstrated through their practices, results, and achievements, the highest level of performance excellence. Organizations at this level are outstanding examples of quality organizations in the State of Arkansas, exhibiting "Role Model" processes and corresponding results.

- ✓ Complete the Information form;
- ✓ Complete the Key Factors Worksheet and a 3 to 5-page Organizational Profile;
- ✓ Attempt to respond to all questions in the [Baldrige Excellence Framework](#);
- ✓ **Host a 2 ½ to 3-day site visit (required);**
- ✓ Receive recognition at the Achievement or Governor's Level at the annual Awards Celebration Banquet;
- ✓ Receive a Feedback Report with key Strengths and Opportunities;
- ✓ Provide an Examiner for Examiner Training and application assessment.

FOUR AWARD LEVELS - COMPARISON

Application Fees	Challenge Award	Commitment Award	Achievement Award	Governor's Award
Application Fee	\$1,500	\$2,500	\$4,000	\$6,000
Site Visit <i>(Maximum time on-site is 2½ days for the Governor's Award with an additional 1-2 days for pre-entry and post-visit to complete the site visit report submitted to the Panel of Judges.)</i>	n/a	n/a	1½ day site visit required and included in application fee.	Required and included in application fee.
Application Requirements				
Organizational Profile	Yes 3-5 pages max.	Yes 3-5 pages max.	Yes 3-5 pages max.	Yes 3-5 pages max.
Key Factors Worksheet	Yes	Yes	Yes	Yes
Response to Criteria	Organizational Profile only	Yes – selected questions from the 7 categories	Yes 7 categories 17 items	Yes 7 categories 17 items
Required Length of Response	Organizational Profile	Max. 25 pages	Max. 50 pages	Max. 50 pages
CEO Signature	Required	Required	Required	Required
Provide Examiner Trainee	Optional	Optional	Required	Required
Attend Applicant Training	Applicant Training I	Applicant Training I, II, and III	Applicant Training I, II, and III	Applicant Training I, II, and III
<u>Coaching included in Application Fee</u> <i>* Commitment Level Coaching is available after the organization receives the feedback report so that its leadership can identify next steps.</i>	<u>Yes</u>	No*	No	No
Other Information				
Written Feedback Report to Applicant	Yes	Yes	Yes	Yes
Additional Coaching is Available to any applicant at any level for a fee. Contact Carol Mugerditchian at 501-372-2222 carolm@arkansasstatechamber.com for options.				

INSTRUCTIONS – 2022 APPLICATION

Objective: Allow applicants to provide information about their organization's leadership and management practices to permit a rigorous evaluation by the Board of Examiners' Team.

Step 1: LEARN MORE!! Attend Training Events and/or Schedule a Phone Call or Visit. Contact Carol Mugerditchian at 501-372-2222 for general questions or Bill Craddock, GQA Lead Trainer for technical questions.

Step 2: Purchase a copy of the [Baldrige Criteria for Performance Excellence](#). Respond to questions as defined by award level. ***Challenge applicants should review the Key Factor worksheet and schedule a coaching session.*

Step 3: Award Level requirements are outlined on pages 2 and 3. Based on the information given on pages 2 and 3 of the application and your assessment of the maturity of your organization, identify the Award level for which your organization is applying.

Step 4: Prepare the Application. The Governor's Quality Award Program wants to see your organization SUCCEED and improve. We want this challenging process to be rewarding. We are here to help you succeed. Contact Carol Mugerditchian at 501-372-2222 for general questions or Bill Craddock, GQA Lead Trainer for technical questions.

Application Preparation Instructions

Font type: Times Roman or equivalent style.

Font size: No smaller than 10 point. Since font sizes vary with font types, the actual printed size cannot be smaller than Times Roman 10 point. The type face and size in charts and graphs must be legible or the charts and graphs will not be considered in the evaluation. If you have a question about your desired font type, please call our office.

Paper size: 8 ½ x 11"

Printing: One-side in color. The Application Report sections should be securely fastened to prevent separation. Please do not use binders. *Stapled or spiral/comb bound is generally the most convenient, but not required.*

Lines per page: Not to exceed 60, including the page heading and page numbers.

The page limits ***include*** pictures, graphs, figures, data tables, and appendices. Page limits noted ***do not include*** the application form, the Key Factors Worksheet; the 3 to 5-page Organizational Profile, a high-level organization chart, or a glossary*. Dividers, covers, tab separators, title pages, and tables of contents are also not counted as part of the page limit. All remaining pages should be consecutively numbered from start to finish. The total package size cannot exceed the maximum page count allowed.

NOTE: The application should respond to the questions asked and be labeled accordingly. Additional documentation such as marketing brochures, annual reports, etc. SHOULD NOT be included with the application. These items may be requested during a site visit, but are not considered responses to the questions from the criteria.

*If terms or abbreviations unique to your organization are used, a glossary must be included.

COMMITMENT/ACHIEVEMENT/GOVERNORS

Original and eight (8) copies must be postmarked or delivered by April 1, 2022 to:

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

ADDITIONAL INFORMATION

THE GOVERNOR’S QUALITY AWARD ORGANIZATION

The *Arkansas Institute for Performance (AIPE) Excellence Board of Directors* is composed of executives and senior managers from organizations throughout the State. The Board oversees the operations of the administrative functions, operational decisions, and develops and/or evaluates matters of policy and practice. The Board is directly responsible for ensuring that the GQA process is objective and effective.

The *Board of Examiners* consists of examiners, lead examiners, and judges who review and evaluate applications, and provide written feedback to the recipients. The GQA Program provides training to examiners who, after an application process, are selected to serve on the Board.

The *Panel of Judges* independently makes the final decisions regarding recognition and feedback to applicants based on the recommendations of the examination teams. Judges are selected based on program experience with the Baldrige Criteria.

OBJECTIVITY

For the process to be effective there must be unquestioned fairness and objectivity. Detailed policies and procedures are in place to ensure decisions are fair and objective.

- ✓ The decisions of the Panel of Judges are final.
- ✓ Each examiner and judge are bound by a strict Code of Ethics and may not participate in any evaluating or recognition decision where there may be, or could appear to be, any personal, professional, financial, or other relationship, or potential or perceived conflict of interest. (Note, however, that all examiners, including lead examiners and judges, are encouraged to support GQA applications from their own and/or other organizations.)

MISSION

To advance organizational excellence and economic vitality of participating Arkansas organizations through training, assessment, and recognition.

VISION

The preferred resource and catalyst for excellence in organizational performance.

Important Dates for 2022 GQA Applications*

**Please note some exact dates are still being determined.*

Board of Examiner Application Deadline	March 1
2022 Award Application Deadline (Commitment – Governor’s Level)	April 1
Challenge Award Coaching Visits Conducted	January—July
Site Visits Conducted for Achievement and Governor’s Levels	May—June
Panel of Judges Convene for Final Award Level Determination	August
Governor’s Quality Award Celebration Ceremony – All recipients recognized	September
Feedback Reports Distributed	September-October

GQA Lead Trainer, Bill Craddock Contact info:
Email: wcraddock@conwaycorp.net
Office Phone: 501-329-4778