

# Governor's Quality Award

## Applicant Information

### Form



Applicant Name:

Applicant Official Contact Phone:

Applicant Official Contact Name:

Applicant Official Contact Email:

- ☐ **CHALLENGE LEVEL (LEVEL 1)** (Fee : \$1500) DUE: Form & payments received through July. Complete 5 page Organizational Profile with GQA Coach. Draft document emailed after coaching. Applicant must finalize document and send to Director to be recognized at Award Lunch.
- ☐ **COMMITMENT (LEVEL 2)** (Fee : \$2500 DUE: Application must be received by April 1. An electronic version of the application must be emailed to [tvillines@arkansasstatechamber.com](mailto:tvillines@arkansasstatechamber.com) & 8 COPIES must be mailed or delivered to 1200 W. Capitol Ave., Little Rock
- ☐ **ACHIEVEMENT (LEVEL 3)** (Fee : \$4000 DUE: Application must be received by April 1. An electronic version of the application must be emailed to [tvillines@arkansasstatechamber.com](mailto:tvillines@arkansasstatechamber.com) & 8 COPIES must be mailed or delivered to 1200 W. Capitol Ave., Little Rock. Applicant is required to host a 1.5 - 2 day site visit.
- ☐ **GOVERNOR'S (LEVEL 4)** (Fee : \$6000 DUE: Application must be received by April 1. An electronic version of the application must be emailed to [tvillines@arkansasstatechamber.com](mailto:tvillines@arkansasstatechamber.com) & 8 COPIES must be mailed or delivered to 1200 W. Capitol Ave., Little Rock. Applicant is required to host a 2.5 - 3 day site visit.

**Signature of Senior Official at Applicant's Location--signature ensures support of highest ranking official**

Name:

Title:

Signature:

E-Mail:

Publicity Permission: Do we have your permission to publicly announce your organization's name and award level as part of the Program's publicity?

☐ YES ☐ NO

Size of Organization: # of full-time or equivalent employees in Arkansas

- ☐ Check enclosed ☐ Credit Card: Call 501-372-2222 to provide credit card information. A 4% credit card fee applies. Carol Mugerdtchian

## 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 and draft the Organizational Profile;
- Attend Applicant I training (recommended)
- Receive recognition at the Challenge Level during the annual Awards Celebration
- Receive a Feedback Report with links to the Process and Results Criteria.

**COMMITMENT AWARD (up to 25 total pages):** 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; **(max pages 20; not including the Org. Profile, Org. Chart, Glossary)**
- Receive recognition at the Commitment Level during the annual Awards Celebration
- Receive a Feedback Report with key Strengths and Opportunities;
- Follow-up call/in-person meeting for Feedback Report debrief.

**ACHIEVEMENT AWARD (up to 45 total pages):** 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 Organizational Profile;
- Attempt to respond to all **OVERALL** questions in the Baldrige Excellence Framework; **(max pages 40; not including the Org. Profile, Org. Chart, Glossary)**
- Host a 1½-2-day site visit (required);
- Receive recognition at the Achievement or Commitment Level during the annual Awards Celebration
- Receive a Feedback Report with key Strengths and Opportunities;
- Provide an Examiner for Examiner Training and application assessment.

**GOVERNOR'S AWARD FOR PERFORMANCE EXCELLENCE (up to 55 total pages):** 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.

## **Requirements and Benefits:**

- Complete the Information form;
- Complete the Organizational Profile;
- Attempt to respond to all questions in the Baldrige Excellence Framework; **(max pages 50; not including the Org. Profile, Org. Chart, Glossary)**
- Host a 2 ½ to 3-day site visit (required);
- Receive recognition at the Achievement or Governor's Level at the annual Awards Celebration
- Receive a Feedback Report with key Strengths and Opportunities;
- Provide an Examiner for Examiner Training and application assessment.



## 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.

**Page Limit:** The page limits include pictures, graphs, figures, data tables, and appendices. Page limits noted DO NOT include the application form, 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 pages should be consecutively numbered from start to finish

**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.



### MISSION:

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

### VISION:

**To be the preferred resource and catalyst for excellence in organizational performance.**