**Team Excellence Awards**

**OVERVIEW**

This overview document describes how the application is formatted and scored. This information will guide you in how best to construct your answers. The application is in a separate document so you can easily refer to this overview while working on your application.

The application questions are presented in a specific order. They focus on how the applicant used a team to solve a specific problem and/or achieve specific goals. The team can focus on a specific area of the organization or it can be a cross-functional team because a goal or problem impacts multiple areas of the organization.

The application questions are in five categories, four related to the team’s processes (see Table 1 for a listing of the process categories) and one category related to the team’s results. The process categories make up 70% of the award scoring while the results category makes up the remaining 30%. There are 15 questions across the process categories. This is summarized in Table 1. Team results should be presented in Category 5 and are based on the goals of the team. Examples of result “types” are provided in the application.

Please try to answer each of the questions but don’t worry if you don’t have answers to every question. One of the benefits of the application and evaluation process is that you will discover opportunities to further improve performance.

Table 1

|  |  |
| --- | --- |
| **Category** | **# Questions** |
| 1: Team Description and Purpose | 1 (multi-part) |
| 2: Team Leadership | 7 |
| 3: Project Management Methods, Tools, Use of Data | 4 |
| 4: Voice of the Customer | 3 |
|  | 15  |
| 5: Results | Will vary based on project objectives |

The questions are open-ended. You are asked to describe the team’s purpose, how the team performed and results it achieved. Diagrams, charts, graphs, flow charts and other visuals are encouraged if they help supplement the narrative and display the team’s results.

The scoring levels are shown in Table 2, illustrating how higher scores will be awarded when the team’s plan and results are defined, deployed and achieved.

Table 2

|  |  |
| --- | --- |
| Scoring Level | Process Guidelines |
| 1 | Some Required Items are described and well deployed |
| 2 | Most Required Items are described and well deployed |
| 3 | All Required Items are described and well deployed |
| 4 | Scoring Level 3 is achieved and a process for monitoring the team’s results and continuous improvement plan is in place. |

Similarly, results of the team project described in the application will be scored on a scale of 1-4. As shown in Table 3, higher scores will be awarded when results are at or above the project expected goals and/or benchmark levels, and showing improvement over time.

Table 3

|  |  |
| --- | --- |
| Scoring Level | Results Guidelines |
| 1 | Results are shown for the project using charts and graphs |
| 2 | Above, and most results show improvement trends (but may not be at the project’s pre-set goal level) over the 4 most recent time periods compared to pre-project baseline performance. |
| 3 | Above, and some results are at or above the project’s pre-project goal level over the 4 most recent time periods relative to pre-project performance. |
| 4 | Above, and most or all results are at or above the project’s pre-set goal level with indicators of improvement trends over the 4 most recent time periods. |

Note: For the results responses, there are separate guidelines for business/non-profit and healthcare sectors.

**APPLICATION**

The questions in each category are found in the **GRQC Team Excellence Awards Application**, with space for you to enter your responses and include relevant charts and graphs. Each question and section has a content box where you can enter your answers. The box expands as you add text. Please try to limit text responses to approximately 400 words or less.

Enter concise descriptions of your team, its purpose, team performance, tools used, solutions developed and results achieved versus goals and benchmarks. Refer to the next section of this document for examples of results for different types of business.

**EXAMPLES OF RESULTS**

**Results for Business/Non-profit Team Project:**

1. **Examples of financial results-focused results:**
	1. Revenue
	2. Profit
	3. Cost/expense management
	4. Inventory turns
	5. Space/facility utilization
2. **Examples of customer-focused results:**
	1. Customer complaint levels and trends
	2. Customer satisfaction/dissatisfaction results (e.g., survey results, Net Promoter Scores or other measures of customer loyalty)
	3. Customer retention results
	4. Customer service process results? (e.g., on-time delivery, first-time complaint resolution, fault-free installs, customer hold times)
3. **Examples of process-improvement results:**
	1. Process effectiveness and efficiency results (e.g., conformance, cycle times, lead times, productivity)
	2. Elimination of defects
	3. Elimination of types of waste (TIMWOOD)
	4. Safety and emergency preparedness results
4. **Examples of workforce-focused results:**
	1. Workforce capability and capacity results
	2. Workplace climate and engagement results
	3. Workforce leader development results

**Results for Health Care Sector Team Project:**

1. **Examples of health care and process effectiveness results:**
	1. Health care results for patients and other customer service processes? (e.g., treatment outcomes, 30-day readmissions, 30-day mortality, counseling outcomes)
	2. Process effectiveness and efficiency results? (e.g., % recommended treatments completed, cycle times for testing or imaging, wait times, surgical errors, medication errors)
2. Safety and emergency preparedness results? (e.g., power outages, community measures, pandemic plans)
3. **Examples of patient-focused performance results:**
	* 1. Patient satisfaction and dissatisfaction results?
		2. Patient engagement results? (e.g., patient involvement in treatment decisions, ombudsman-patient engagement, anesthesiologist-patient communications)
		3. Other customer satisfaction and engagement results? (e.g., family members)
4. **Examples of workforce-focused performance results:**
5. Workforce capability and capacity results?
6. Workplace climate and engagement results?
7. Workforce and leader development results?