**Organizational Excellence Awards**

**OVERVIEW**

This overview document describes how the questions are formatted and are to be 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 broken down into seven categories, six related to your organizational processes (see Table 1 for a listing of the six process categories) and one category related to your organizational results. The six process categories make up 70% of the award scoring while the results category makes up the remaining 30%. There are 3 required questions and 1 optional question in each of the process categories, with 10 required questions and 5 optional questions in the results category. This is summarized in Table 1.

Please try to answer each of the required 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. The optional questions are included as means to allow mature organizations to more fully describe their organizational processes and differentiate themselves from others.

Table 1

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **# Required** | **# Optional** | **Total #** |
| 1: Leadership | 3 | 1 | 4 |
| 2: Strategy | 3 | 1 | 4 |
| 3: Customers | 3 | 1 | 4 |
| 4: Measurement, Anal and Knowledge Mgt | 3 | 1 | 4 |
| 5: Workforce | 3 | 1 | 4 |
| 6: Operations | 3 | 1 | 4 |
|  | 18 | 6 | 24 |
| 7: Results | 10 | 5 | 15 |

The questions in each process category are open-ended and often begin with “How do you….” You are asked to simply describe what you do today. Not what you want to do, or intend to do, but how do you operate today. Each process category will be scored on a scale of 1-4, measuring the degree to which the applicant has written a narrative that describes (1) the approach (key processes) the organization employs in a given item, (2) the degree to which the approach is fully deployed across all relevant departments/segments of the organization, and (3) how the processes are reviewed and improved over time. Diagrams, charts, graphs, flow charts and other visuals are encouraged if they help supplement the narrative.

The process scoring levels are shown in Table 2, illustrating how higher scores will be awarded when more required and optional items are defined, deployed and improved.

Table 2

|  |  |
| --- | --- |
| Scoring Level | Process Guidelines |
| 1 | 1 or 2 Required Items are described and well deployed |
| 2 | All 3 Required Items are described and well deployed |
| 3 | Above, and all 3 Required Items have a process for improvement |
| 4 | Above, plus the Optional Item is described and well deployed |

Similarly, each section of the results category will be scored on a scale of 1-4. As shown in Table 3, higher scores will be awarded when more required and optional items are improving and are at goal or benchmark level.

Table 3

|  |  |
| --- | --- |
| Scoring Level | Results Guidelines |
| 1 | Results are shown for all Required items using charts and graphs |
| 2 | Above, and most Required results show improvement trends over 4 most recent time periods relative to baseline performance |
| 3 | Above, and some Required results are at or above goal or benchmark/regulatory level over 4 most recent time periods |
| 4 | Above, and most Optional results show improvement trends over 4 most recent time periods and some are at or above goal or benchmark/regulatory level over that same time period |

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 Organizational Excellence Awards Application**, with space for you to enter your responses and insert 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 processes and results that addresses process definition, deployment and improvement (for processes) and performance improvement versus goals and benchmarks (for results).