**Team Excellence Awards**

**Overview of Application Questions and Scoring**

This document outlines the structure of the application questions and explains how your responses will be evaluated. The information provided is designed to guide you in crafting your responses effectively. The application is in a separate document so you can easily reference this overview while working through the application.

The application questions are presented in a specific order, concentrating on how the applicant collaborated with a team to address a specific problem and/or achieve specific goals. The team could either be focused on a specific area within the organization or be a cross-functional group, especially when a goal or problem affects multiple areas of the organization.

The application questions are organized into five (5) categories. Four (4) of these categories focus on the team’s processes (see Table 1 for a detailed listing of the four process categories).The fifth category focuses on the team’s results.

The four process categories make up seventy percent (70%) of the award scoring, while the results category makes up the remaining thirty percent (30%). There are fifteen (15) questions distributed across the various process categories. This is summarized in Table 1. Team results should be presented in Category 5 and should reflect the goals set by the team. The application provides examples of different types of results for reference.

Please try to answer each of the questions, but do not worry if you can’t answer every one. One of the key benefits of the application and evaluation process is that it will help you will discover opportunities for further improvement

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, requiring you 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 outlined in Table 2, which illustrates how higher scores are awarded based on the clarity, deployment, and achievement of the team’s plan and results.

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, the results of the team will be scored on a scale of 1-4. As outlined in Table 3, higher scores will be awarded when results meet or exceed the expected project goals and/or benchmark levels, and demonstrate 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 your responses and to insert relevant charts and graphs. Each question and section have a content box where you can enter your answers. The box will expand as you add text. Please aim to limit text responses to approximately four hundred (400) words or less.

Provide 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 businesses.

\*\*Many applicants may already have well-prepared presentation and/or materials. Please feel free to use information from your existing material to answer the application questions. You must answer all required questions in the application, but you may copy information from your existing material and you may also include that material to provide detail and context to your application.

**NEXT STEPS**

Site Visit

A review team will be assigned to your application and you will work directly with the review team lead to schedule a site visit. The reviewers will prepare questions and your team will share more information about the work you’ve done. This visit will help the reviewers develop the score for your application.

Video Clip

Our videographer, Jeff Turof, will contact the video spokesperson identified in the application to schedule the video recording. Exact timing is TBD, but it will likely be in mid-to-late August. Jeff will provide specifics at that time.

Showcase & Awards

The Showcase & Awards ceremony is scheduled for Tuesday, October 21, 2025 at the Memorial Art Gallery. Tickets and exact times will be shared closer to the date.

**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?