**Organizational 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 organized into seven categories. Six of these categories focus on the organizational processes (see Table 1 for a detailed listing of the six process categories). The seventh category focuses on the organizational results.

The six process categories make up seventy percent (70%) of the award scoring, while the results category makes up the remaining thirty percent (30%). Categories one (1) though six (6) have three (3) required questions and one (1) optional question, each. In Category seven (7), there are ten (10) required questions and five (5) optional. This is summarized in Table 1.

Please try to answer each of the required questions, but do not worry if you cannot answer every single one. One of the key benefits of the application and evaluation process is that it will help you discover opportunities for further improvement. The optional questions are included to give more mature organizations the opportunity to provide a deeper insight into their organizational processes and to distinguish 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 describe your current practices – what you are doing today, not what you plan to do, or intend to do in the future. 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 enhance and support the narrative.

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 | 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 outlined in Table 3, higher scores will be awarded when more required and optional items show improvement and meet or exceed the 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 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 processes and results that addresses process definition, deployment, and improvement (for processes) and performance improvement in relation to goals and benchmarks (for results).

\*\*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.