Welcome to the GRQC Organizational Excellence Award application! By virtue of your pursuit of this award, you are demonstrating your commitment to organization-wide improvement and measurement of your progress toward performance excellence. For additional information and support while completing this application, please refer to the ***GRQC Organizational Excellence Award Overview*** document.

*Tip: Download this application file and save it under a new name. Send the completed file to* [*awards@grqc.org*](mailto:xxxx@grqc.com).

**Organization Profile**

Please provide a brief overview of your organization by completing the following:

|  |  |
| --- | --- |
| Official Organization Name: | |
| *Type the organization name here* | |
| Project Title: | |
| *This is the name that would be printed on an award (maximum character limit: 90)* | |
| Department Name: | |
| *Type department name if applicable* | |
| Application Contact Information  *Primary point of contact for application* | Name:  Email:  Phone: |
| Video Spokesperson Information  *Contact for video content if a showcase video is created* | Name:  Email:  Phone: |

**Organization Profile (continued)**

|  |  |
| --- | --- |
| Organization Sector | Check one  Not for Profit  Business  Healthcare  Government  Education |
| Organization website (URL): | |
| *Type the organization website URL here* | |
| Is your application on behalf of your entire organization or a subset within your organization (e.g., a business unit, department, ward, floor, grade, building, plant, region, subsidiary, etc.)? Please explain the key management links if the applicant organization is part of a larger parent organization. | |
|  | |
| Applicant organization description (please provide a brief description of the applicant organization’s employee base, locations, products and services, customers and, if applicable, the regulatory environment under which you operate). | |
|  | |
| Organization logo jpg  Please attach jpg file of organization logo in both color and black & white. Logo will be used for showcase presentations and marketing. | |
|  | |

**Organizational Excellence Application Questions:**

As described in the overview, the application questions are organized in 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.

**1.0 Leadership:**

**Required:**

1. How do senior leaders deploy the organization’s vision, mission and values to the workforce, suppliers and partners, and to customers and other key stakeholders, as appropriate?

Click or tap here to enter text.

1. How do senior leaders create a focus on action that will improve organizational performance?

Click or tap here to enter text.

1. How do senior leaders communicate with and engage the entire workforce, key partners, and key customers?

Click or tap here to enter text.

**Optional:**

1. How do you incorporate societal well-being and benefit to the Greater Rochester community into your strategy and operations?

Click or tap here to enter text.

**2.0 Strategy:**

**Required:**

1. How do you conduct strategic planning in your organization? (Include a description of how you collect and analyze data for use in your strategic planning process.)

Click or tap here to enter text.

1. What are your organization’s Key Strategic Objectives and timetable for achieving them?

Click or tap here to enter text.

1. What are your key short- and long-term actions plans?

Click or tap here to enter text.

**Optional:**

1. What key performance measures or indicators do you use to track the achievement and effectiveness of your action plans?

Click or tap here to enter text.

**3.0 Customers:**

**For this category, “Customer” may be an end-user (B2B or B2C), a channel partner, a not-for-profit client, a faith-based congregant, health care patient or family, a student or parent, a government constituent, etc.**

**Required:**

1. How do you listen to, interact with, and observe customers (current and potential) to obtain actionable feedback and information that shape your products and services, and your customer relationships, support and transactions?

Click or tap here to enter text.

1. How do you define and measure customer satisfaction and dissatisfaction? How do you use these data to create better customer experiences?

Click or tap here to enter text.

1. How do you manage and resolve customer complaints promptly and effectively?

Click or tap here to enter text.

**Optional:**

1. How do you build a customer-focused culture and promote customer-focused decision-making?

Click or tap here to enter text.

**4.0 Measurement, Analysis, and Knowledge Management:**

**Required:**

1. How do you select, collect, ensure quality, track and integrate data and information for your operations and organizational performance? (Include comparative/competitive benchmarking data if collected.)

Click or tap here to enter text.

1. How do you review your organization’s performance and capabilities to sustain performance and ensure success?

Click or tap here to enter text.

1. How do you use (a) findings from performance reviews, (b) key comparative and competitive data, and (c) share best practices across your organization, to forecast and improve future performance?

Click or tap here to enter text.

**Optional:**

1. How do you verify and ensure the quality of organizational data and information?

Click or tap here to enter text.

**5.0 Workforce:**

**Required:**

1. How do you assess skills, competencies, certifications, and staffing levels in the short and long term?

Click or tap here to enter text.

1. How do you ensure your recruitment, hiring, onboarding, performance management and career development processes promote equity and inclusion for an increasingly diverse workforce?

Click or tap here to enter text.

1. How do you promote employee engagement in driving improvement?

Click or tap here to enter text.

**Optional:**

1. How do you manage career development for your Workforce to develop your future leaders?

Click or tap here to enter text.

**6.0 Operations:**

**Required:**

1. How does your day-to-day operation of work processes ensure that they meet key process requirements?

Click or tap here to enter text.

1. How do you improve work processes and support processes to improve efficiency and reduce variability?

Click or tap here to enter text.

1. (a) How do you ensure the security and cybersecurity of sensitive or privileged data and information and of key assets? (b) How do you maintain your awareness of emerging security and cybersecurity threats; ensure that your workforce, customers, partners, and suppliers understand and fulfill their security and cybersecurity roles and responsibilities?

Click or tap here to enter text.

**Optional:**

1. How does your organization anticipate, prepare for, and recover from disasters, emergencies, and other disruptions?

Click or tap here to enter text.

**7.0 Results for BUSINESS / NON PROFIT Organizations:**

1. **What are your product/service performance and process effectiveness results?**

**Required**

* 1. Customer service process results? (e.g., on-time delivery, first-time complaint resolution, fault-free installs, customer hold times)

Click or tap here to enter text.

* 1. Process effectiveness and efficiency results? (e.g., conformance, cycle times, lead times, productivity)

Click or tap here to enter text.

**Optional**

1. Safety and emergency preparedness results?

Click or tap here to enter text.

1. **What are your customer-focused performance results?**

**Required**

* 1. Customer complaint levels and trends?

Click or tap here to enter text.

* 1. Customer satisfaction/dissatisfaction results? (e.g., survey results, Net Promoter Scores or other measures of customer loyalty)

Click or tap here to enter text.

**Optional**

* 1. Customer retention results?

Click or tap here to enter text.

1. **What are your workforce-focused performance results?**

**Required**

* 1. Workforce capability and capacity results?

Click or tap here to enter text.

* 1. Workplace climate and engagement results?

Click or tap here to enter text.

**Optional**

1. Workforce leader development results?
2. **What are your senior leadership and governance results?**

**Required**

* 1. Communication and engagement with workforce, partners, and customers? (e.g., communication surveys, goal alignment, focus groups)

Click or tap here to enter text.

* 1. Legal, ethical and regulatory results? (e.g., audits, inspections, sanctions, findings)

Click or tap here to enter text.

**Optional**

* 1. Results for societal well-being and support of your key communities? (e.g., community outreach activities, surveys, volunteerism, financial contributions)

Click or tap here to enter text.

1. **What are your results for financial viability and strategy implementation?**

**Required**

* 1. Financial performance results? (e.g., earnings, profits, revenue, reserves)

Click or tap here to enter text.

* 1. Marketplace performance results? (e.g., market share, 3rd party rankings, customer growth, subscribers, memberships, visits)

Click or tap here to enter text.

**Optional**

1. Results for achievement of your organizational strategy and action plans?

Click or tap here to enter text.

**7.0 Results for HEALTH CARE Organizations:**

1. **What are your health care and process effectiveness results?**

**Required**

* 1. Health care results for your patients and other customer service processes? (e.g., treatment outcomes, 30-day readmissions, 30-day mortality, counseling outcomes)

Click or tap here to enter text.

* 1. Process effectiveness and efficiency results? (e.g., % recommended treatments completed, cycle times for testing or imaging, wait times, surgical errors, medication errors)

Click or tap here to enter text.

**Optional**

1. Safety and emergency preparedness results? (e.g., power outages, community measures, pandemic plans)

Click or tap here to enter text.

1. **What are your patient-focused performance results?**
   * 1. Patient satisfaction and dissatisfaction results?

Click or tap here to enter text.

* + 1. Patient engagement results? (e.g., patient involvement in treatment decisions, ombudsman-patient engagement, anesthesiologist-patient communications)

Click or tap here to enter text.

**Optional**

* + 1. Other customer satisfaction and engagement results? (e.g., family members)

Click or tap here to enter text.

1. **What are your workforce-focused performance results?**

**Required**

1. Workforce capability and capacity results?

Click or tap here to enter text.

1. Workplace climate and engagement results?

Click or tap here to enter text.

**Optional**

1. Workforce and leader development results?

Click or tap here to enter text.

**4. What are your senior leadership and governance results?**

**Required**

1. Communication and engagement with workforce, partners, and customers? (e.g., communication surveys, goal alignment, focus groups)

Click or tap here to enter text.

1. Legal, ethical and regulatory results? (e.g., audits, inspections, sanctions, findings)

Click or tap here to enter text.

**Optional**

1. Results for societal well-being and support of your key communities? (e.g., community outreach activities, surveys, volunteerism, financial contributions)

Click or tap here to enter text.

**5. What are your results for financial viability and strategy implementation?**

**Required**

1. Financial performance results? (e.g., earnings, profits, revenue, reserves)

Click or tap here to enter text.

1. Marketplace performance results? (e.g., market share, 3rd party rankings, patient growth, patient retention)

Click or tap here to enter text.

**Optional**

1. Results for achievement of your organizational strategy and action plans?

Click or tap here to enter text.