

AQP Team Excellence Awards Guidelines & Criteria

Presentation of awards

The National Team Excellence Awards are presented to teams, which most clearly and effectively demonstrate the principles and techniques of improving quality through participation. Team video entries are first judged in preliminary rounds, from which top-scoring teams advance to the national competition at the 25th Annual Conference in New Orleans, Louisiana. This process:

- Promotes business effectiveness through team-based management.
- Provides national and international recognition.
- Encourages individuals, teams and organizations to excel in quality through participation practices.

Finalist teams will be chosen from the preliminary round to make their presentation at the Annual Conference, and to compete there for the National Team Excellence Award. (Teams must achieve a minimum score of 70 to be considered as a possible finalist.)

Teams who participate in a State Award process based on the AQP Team criteria will be invited to participate as an AQP National Team Excellence finalist team, provided they score a minimum of 70 points, and are recognized in the top 3 slots for their State. This pilot partnership between AQP and State initiatives will hopefully encourage more companies and teams to utilize the AQP team criteria and seek recognition at the State and National levels.

Participation in the preliminary round can be a valuable experience whether or not a team advances to the final round. The team presentation is reviewed by expert judges who provide invaluable feedback, which enables each team to improve their approach to applying the problem-solving/improvement process.

The finalist teams will be recognized at various events during the Conference and will receive their awards in a highly charged general session in front of all the conference attendees.

The Award recipients will also receive national recognition in *The Journal for Quality and Participation*, the Conference Program, the AQP Web site and various other AQP publications.

AQP Team Excellence Awards Guidelines & Criteria

Requirements

1. Entries are due on **October 18, 2002**. The entry fee is \$350 (per entry) for AQP and ASQ members and \$400 (per entry) for non-members. Please note that finalist teams presenting live at the AQP Annual Conference in New Orleans, will incur registration fee, hotel, and airfare for each team member.
2. A video (**two copies**) of the presentation, which describes a completed project from the past eighteen (18) months, must be submitted. (Maximum of 25 minutes on 1/2" VHS. See additional information in Items 1 and 2 on next page.) Up to two entries may be submitted from any organizational site.
3. The entry form in the back of this booklet (page 11) must be submitted with your entry.
4. Include an introductory page, which identifies your company name, type of business, team name, the type of team (i.e., problem-solving, improvement team, etc.) and all the team member names (one column, please) in the order you wish them to appear on your finalist award. This page should also include a paragraph (**not to** exceed 50 words) which summarizes the purpose and result(s) of the project. This paragraph may be used in AQP conference promotional materials and other publications; please be sure it clearly describes your project.

Please also e-mail the introductory page and project summary to
Geetha Balagopal at geetha@aqp.org

5. Two 5x7 horizontal color pictures of team members must also be included with your entry. Please identify the team members on the back of one of the pictures (it may be used in some AQP publications). A close-up of the team members is preferred. You may also e-mail the pictures to geetha@aqp.org - JPEG file format is preferred. Your entry materials become the property of AQP; be sure to read the Information Release Authorization at the bottom of the entry form on page 11.
6. Provide two camera-ready color copies of your company logo. The logos may also be e-mailed to geetha@aqp.org

AQP Team Excellence Awards Guidelines & Criteria

Guidelines

1. Preliminary Round Video Presentation

The video presentation should cover one completed team project from the past 18 months, tracking it from its origins to implementation, including measurable results. The presentation will be judged on the team's ability to explain the process used, and how they reached their conclusions, according to the evaluation criteria. Please limit your video presentation to material that best conveys your story, maximum 25 minutes. (This will be the maximum time allowed in the final competition.)

2. Video Quality

The video should be of such quality that judges can clearly see and hear the information being presented. This does not mean it must be professionally edited or use high-tech video techniques. Many teams simply record a presentation that they make in their organization and ensure that the visuals can be clearly seen, either by filming the presentation directly in front of the projection screen, or by editing the visuals into the videotape. Copies of the visuals and supporting documentation should be submitted with the video in a folder or notebook (see below).

3. Supporting Documentation

As stated above, copies of all visuals used in the presentation should be included, unless the team feels that the video clearly shows them. Appropriate materials should be combined in one folder or 3-ring binder, maximum 2". No additional material should be included.

4. Final Round Presentation Aids

To assist in planning your final round presentation at the AQP Conference, the following will be provided.

1 LCD projector	2 easels for display of charts
1 overhead projector	1 table for display of items
1 screen	1 podium with mobile microphone

If you prefer to use PowerPoint in the final round, **bring your own laptop**. Teams may not request or bring additional equipment, other than pointers, laser pointers, and your own prepared charts. Should PowerPoint be used, it is strongly suggested that the team have overhead projector slides available in case of computer problems or failure. Non-compliance may result in disqualification.

5. Entry Form

All entries become the property of AQP (see *Information Release Authorization on the Entry Form*). As such, entries may be displayed at AQP events and referenced in AQP materials and publications. If the team uses a PowerPoint presentation, a copy of the presentation, either on diskette or hard copy, must be submitted to AQP.

AQP Team Excellence Awards Guidelines & Criteria

Judging Procedure

At the Preliminary Round Video Presentation panels of up to five (5) judges are organized to review the entries. Only judges who have experience in team processes are selected. The judges selected for this process go through a training session before they judge at this competition. At this round, final scoring is obtained by a conscious-process on each criterion. Based on the results of the preliminary round, analysis will be done to choose the judges for the final competition at the Spring Conference

At the Final Round, teams are judged by a panel of up to seven (7) judges, plus a Lead Judge/timekeeper. Every attempt is made to maximize fairness and consistency. Judges are also required to sign a conflict of interest statement to assure no bias in the judging process.

For more information or for an application, please e-mail geetha@aqp.org or visit www.aqp.org

The team presentation is evaluated on a four-point scale for each of the criteria items shown: 1 a, b, & c; 3 a, b, & c; 4 a, b, & c; and 5. This rating scale is shown below:

SCORE*	
Not Covered	0 – Totally missing
Unclear	1 – Touched upon, but not clear
Meets Criteria	2 – Criteria is addressed
Exceeds Criteria	3 – Criteria is not only addressed, it is very evident that extra care was done to demonstrated its completion

* For “Improvement Opportunities/Root Cause Identification” and “Appropriate Validation” (criteria 2a and 2b) the score is 1.5 for Unclear, 3 for Meets, and 4.5 for Exceeds.

Deadline

All entries are due **October 18, 2002**. Teams will be notified by **December 6, 2002** of their success to compete at the final round at the Annual Conference. The competition for the National Team Excellence Award will occur in conjunction with the 25th Annual Conference to be held in New Orleans, Louisiana, February 24-26, 2003 .

All entry materials should be sent (on or before October 18th) to:

AQP Team Excellence Awards

Attn: Geetha Balagopal

9428 Dominion Blvd.

Raleigh, NC, 27617-7625

geetha@aqp.org

Phone: 919-844-2971

AQP Team Excellence Awards Guidelines & Criteria

Preparing For Your Presentation

1. The AQP Team Awards project manager, Geetha Balagopal, is available to answer your questions regarding the criteria, the judging process, how your team should prepare, etc. Please call 919-844-2971 with any questions or send an e-mail to geetha@aqp.org
2. Before submitting your first round video entry, we recommend that an unbiased co-worker review your video for clarity of speech, quality of audio, and clarity of the charts/graphics used in the presentation.

If your team has decided to wait a year before applying for this national recognition, you may want to further prepare by witnessing the finalist teams at AQP's conference. Several individuals/teams have taken this approach and became finalists the very next year. Call AQP Customer Service at 1-800-733-3310 for more information regarding the conference.

Gold, Silver and Bronze Award Winners Video Presentations

Watch the award winning live presentations of the 2002 Gold, Silver, and Bronze Team Excellence Award Winners (project information is given below) and find out how they saved over 3.5 million dollars. Cost is \$80 for members and \$100 for non-members. Shipping and handling will also be charged. Please call 1-800-733-3310 or visit www.aqp.org to order a copy. Item Number is AQPVID02.

Gold Winner- Merrill Lynch Production Technologies Mail Efficiency Partnering Team

-A Six Sigma Process Improvement Team from Piscataway, NJ. They also won the Gold Award in the statewide competition sponsored by the AQP Chapter in NJ.

“Our Partnering Team consists of Merrill Lynch and its five major suppliers being tasked with improving equipment efficiencies. Our mission consisted of increasing equipment processing throughput, reducing rework & driving down cost. We exceeded all of our goals ...Merrill Lynch achieved an annualized cost savings of \$1,088,000 while simultaneously strengthening our supplier partnerships.”

Silver — Hermetic Perfectioners from Emerson -A Problem Solving team from Humboldt, TN. They also won the AQP Silver Award in 1998 and the Gold Award in 2000.

“The Hermetic Perfectioners’ project was addressing the problem of 6 hours of daily rework in repairs to meet the customers' demands with a superior product. This long time existing problem was addressed with conventional problem solving tools to completely eliminate the root causes. Savings in rework labor \$13,204.00

Bronze — Merrill Lynch Statement Efficiency Team A Six Sigma Process Improvement Team from Piscataway, NJ. They also won the Bronze Award in the statewide competition sponsored by the AQP Chapter in NJ.

“We were tasked with analyzing the Monthly Landscape statement that is distributed to over 3.7 million clients. Our charter was to Improve Client Satisfaction, Improve the Efficiency, and Reduce Costs by looking at ways to shorten the length of the statement without impacting client data. In 2 phases of implementation we reduced expenses by over \$2.4 million and addressed client concerns.”

AQP Team Excellence Awards Guidelines & Criteria

Previous Gold Team Award Recipients

2002	Merrill Lynch Production Technologies Mail Efficiency Partnering Team Piscataway, NJ	1993	Performance Plus Harris Corporation Melbourne, FL
2001	SAO Claims Quality and Productivity Improvement Team BCBS of Florida, Inc., Jacksonville, FL	1992	The Problem Stoppers Sylvania GTE York, PA
2000	Hermetic Perfectors Emerson Electric Company Humboldt, TN	1991	National Winner not selected
1999	SMT Process Improvement Team Solectron Technology, Inc. Charlotte, NC	1990	Delbert's Devils Sheller-Globe Keokuk, IA
1998	Dirtbusters Honda of America Mfg. Inc. Marysville, OH	1989	The Communicators Johns Hopkins University APL Laurel, MD
1997	T.G.W.A.N.U.Y Daishowa America Port Angeles, WA	1988	The Terminators Arizona Public Service Phoenix, AZ
1996	The Dam Builders Uniroyal Chemical Company Geismar, LA	1987	Der Waal Bangers Pella Rollscreen Co. Pella, IA
1995	Impact 7 Texaco Refining & Mktg., Inc. Bellaire, TX	1986	Sonic Boom Borg Warner Automotive Dixon, IL
1994	Men of Steel Liebert Corporation Columbus, OH		

AQP Team Excellence Awards Guidelines & Criteria

Evaluation Criteria

Team presentation will be evaluated on how well the following are explained:

1. Project Selection and Purpose (9 factors @ 3 points = 27 points possible)

1a. Explain the methods used to choose the project. (Provide specific examples of techniques and data used.)

- a. Reasons why the project was selected
- b. Types of data and quality tools used to select the project, and why
- c. Involvement of potential stakeholders in project selection

1b. Explain how the project supports the organization's goals.

- a. Listing of affected organizational goals/performance measures
- b. Types of impact the project will have on each goal area
- c. Degree of impact the project will have on each goal area

1c. Identify the potential stakeholders (those impacted by the project) and how they may be impacted by the project.

- a. Affected internal and external (if applicable) stakeholders
- b. Types of potential impact on stakeholders
- c. Degree of potential impact on stakeholders

2. Current Situation Analysis (6 factors @ 4.5 points = 27 points possible)

2a. Explain how the team used a formal process to identify the improvement opportunity or the potential root cause(s).

- a. Methods and tools used to identify improvement opportunities or possible root cause(s)
- b. Analysis of data to identify possible improvement opportunities or root causes
- c. Example of other actions taken to identify improvement opportunities or possible root cause(s)

2b. Describe how the team analyzed information to identify the final improvement opportunity or root cause. (Include any appropriate validation.)

- a. Methods and tools used to identify the final improvement opportunity or root cause(s)
- b. Analysis of data to verify that the best improvement opportunity or primary root cause was selected
- c. Demonstration of how validation was ensured

3. Action Plan Development (9 factors @ 3 points = 27 points possible)

3a. Explain the methods used to identify the improvement actions or potential solutions.

- a. Methods and tools used to develop improvement actions or possible solutions
- b. Analysis of data to develop possible improvement actions or possible solutions
- c. Demonstration of how validation was ensured via methods, tools, etc.

3b. Explain how the final improvement(s) or solution was determined.

- a. Criteria used to select the final improvement action or solution
- b. Use of methods, tools, and data to select the improvement action or solution
- c. Involvement of stakeholders in the selection of the improvement or solution

AQP Team Excellence Awards Guidelines & Criteria

Evaluation Criteria, continued

3c. Explain the justification/benefits of the improvements(s) or solution.

- a. Types of tangible and intangible benefits that are expected to be realized
- b. Use of data to justify the project
- c. Comparison of budgeted to actual costs, or use of other justification methods

4. Project Buy-In, Implementation, Progress, and Results (9 factors @ 3 points = 27 points possible)

4a. Explain how buy-in/agreement was achieved for implementation.

- a. Types of internal and external (if applicable) stakeholder involvement
- b. How various types of resistance were addressed
- c. Proof/validation that buy-in existed

4b. Explain the methods that were developed/installed to ensure the results.

- a. Use of stakeholder feedback in implementation
- b. Procedure or system changes that were made
- c. Creation and installation of a system for measuring results

4c. Describe the results achieved.

- a. Types of tangible and intangible results that were realized
- b. Linkage of project impact on organizational performance and goals
- c. How results were shared with stakeholders

5. The team will also be evaluated on: (3 factors @ 3 points = 9 points possible)

- a. The clarity and organization of the presentation
- b. The effective use of presentation aids (charts, graphs, etc.)
- c. The demonstration of involvement by all team members throughout the project

AQP Team Excellence Awards Guidelines & Criteria

Entry Checklist – Did you remember to:

- Complete, sign, and date the entry form?
- Enclose page with company name, type of business, team name, team type, team members' names (one column, please) and project description? (we must receive changes, if any, in writing by January 6, 2003)
- Include a 50-word paragraph that summarizes the purpose and result(s) of the team project?
- E-mail page with company name, type of business, team name, team type, team members' names (one column, please) and project description to geetha@aqp.org
- Include entry fee (AQP and/or ASQ members \$350 / Non-members \$400 per entry)?
- Enclose **two** 5x7 horizontal color pictures (with team members identified on the back)?
- Enclose **two** camera-ready color logos of your company?
- Enclose **two** copies of videotape(labeled with company and team name)?

Did you review the video for the following?

- Is the video quality easy to see and hear?
- Does the video presentation address each criteria point?
- Does the video and/or support documentation clearly show each visual?
- Verify that the video presentation does not exceed 25 minutes?

AQP Team Excellence Awards Guidelines & Criteria

Share Your Perceptions

Please give the Team Excellence Award Committee feedback regarding this award entry process. Tell us anything you'd like, but please specifically address:

The criteria:

The entry procedure:

AQP staff helpfulness:

The impact on your team and/or organization of this award entry process:

Any other comments:

AQP Team Excellence Awards
Guidelines & Criteria

Entry Form

Team Name		
Company		
Type of Business		
Street Address (no P.O. Box)		
City/State/Zip		
Country/Postal Code		
Contact Person (Team Leader/Facilitator)		
AQP/ASQ Member Number (if applicable)		
Phone	Fax	E-Mail
Executive Contact Name (President/Owner/CEO)		
Address (if different than above)		

INFORMATION RELEASE AUTHORIZATION

I, (print name _____) hereby authorize release of the entry materials submitted for the AQP Team Excellence Awards process. This authorization is granted with the understanding that the grantee will not assert any copyright restrictions and/or deprive AQP of any rights related to the above-mentioned materials.

AQP has the right to display, reproduce and/or make available the entry materials for viewing at any AQP event or to interested parties.

This authorization is granted to AQP, 2368 Victory Parkway, Suite 200, Cincinnati, OH 45206.

Signature: _____

Date: _____

AQP Team Excellence Awards Guidelines & Criteria

AND NOW – A Word from our winners

"Entering the AQP Team Excellence Award competition has given us the opportunity to: Recognize our outstanding teams and their accomplishments; Share our learning with others; Learn from other teams and organizations inside and outside our industry; Benchmark our process improvement efforts against the best in the U.S.; and expand our understanding of what "excellence" really means." (Analog Devices, Inc.)

"Our teams were always curious if we were using current best practices and if we were competitive with world-class companies. This year our team entered the AQP competition for the first time and won our regional competition. Now we are on our way to AQP's final National Competition in Orlando. It will be rewarding to meet teams from other companies and benchmark our quality improvement methods with other top performing companies. Our take-away will include new ideas about quality, teamwork, performance, and recognition. You can't beat that." (Bayer Corporation, Pittsburgh, PA)

"Quality Circles are a key element of our Company's success, and a vital part of our Quality Circle program is the reward and recognition of its top performing circles. The AQP is an excellent opportunity to reward and recognizes these teams. It is also considered by Denso to be the most prestigious competition available because of its' scope and format. So by being accepted to the finals, we have a vast amount of pride, not only to the team competing, but the whole company. We would like to thank the AQP for giving us the chance to go for the Gold." (DENSO Manufacturing Michigan, Inc.)

"Entering the AQP Team Excellence Competition has permitted us the opportunity to present our process for improvement to other teams. At the same time, we ourselves get to learn from "fellow teams" successes. Benchmarking our improvement process against the best in industry will be a big push for future improvement teams." (Bayer Corporation, Mishawaka, IN)

"Being part of AQP's team competition has supplied us with an excellent avenue to recognize our most valuable asset, our associates. The 16 associates involved in this team competition represent over 340 years of motor manufacturing experience with Emerson Electric. We are looking forward to continuing our education process by not only being a National Team Finalist, but continuing to participate and stay involved with AQP." (Emerson Hermetic Motor Division)

"Teamwork, that's what it's all about. The AQP's National Team Excellence Competition has given us the opportunity to not only share our successes, but to learn from other teams as well. Toward our goal of customer satisfaction, our continuous improvement journey has provided us with the tools for development, empowerment, benchmarking, and problem solving. We are honored to be part of the National Competition -- it is an experience of a lifetime and a true example of Team Excellence!" (Aventis Pasteur)

"The Team Excellence Competition criteria allowed us to strengthen our internal problem-solving techniques with those from AQP. The criteria encouraged our team to use many different quality tools to explore our facts and data, which helped us better understand the root causes and lead us toward our solution. We are honored to be participants this year and excited about sharing our project and our problem-solving process with you." (Cedar River Paper Company)

Berry Plastics has enjoyed great success over the past 30 years. Much of our success is due to our commitment to teams. The AQP experience has allowed us to showcase our focus for excellence through teams which enables Berry to exceed our customers' expectations. (Berry Plastics Corporation)

"Reaching the finals of the AQP national competition has been our dream for several years. We have used the model to drive numerous improvements in our department. Our team is an example of how, possibility, when combined with the AQP process, brings great results." (Cordis Corporation, a Johnson & Johnson company)

AQP Team Excellence Awards Guidelines & Criteria

“We were the first team from a municipality to win the Florida Sterling Quality Team Competition, and now we get to be the first municipal team to compete in the AQP National Team Competition. We are thrilled to showcase our progressive, quality managed City in such a prestigious national quality event.” (City of Coral Springs)

“The AQP Team competition process goes beyond competitiveness. By following the process and criteria it help us excel as a team and gave us the ability to look for more opportunities for improvement.” (United States Postal Service)

“Participating in the AQP Team Excellence Competition is the perfect opportunity for our team to witness examples of how our nations finest teams are making outstanding quality contributions to their companies. We are honored to be participants this year and excited about sharing our project and our problem-solving process with you.” (Liebert Corporation)

“Participating in AQP’s Team Excellence Competition gives us the opportunity to showcase our company’s best teams and how they have utilized our problem-solving process to make improvements. The conference also provides development activities that we encourage our associates to participate in and bring back new ideas to continuously improve our problem solving.” (Honda of America Mfg., Inc.)

“The AQP Team Excellence Competition is an outstanding opportunity to benchmark your teams process against already proven methods allowing you to go to the next level.” (Dana Corporation)

AQP has been a great way to showcase OTS’s quality. The benefits of working on this project have been tremendous. Not only have our results been gratifying in contributing toward the company goals and success, but working together as a team and solving problems has helped us to make positive difference. Teamwork and participation has helped us to set and achieve high goals. Our team is on a continuous journey of improvement and we are honored just to be mentioned with so many exceptional teams.” (Output Technology Solutions)

“The Team Excellence Competition criteria allowed us to strengthen our internal problem-solving techniques with those from AQP. The criteria encouraged our team to use many different quality tools, which helped us better understand the root causes; and combined with teamwork led to greater results than we had imagined!” (Tennalum, a division of Kaiser Aluminum Company)

“Entering the AQP Team Excellence Award competition is a tremendous accomplishment for our team. We are very thrilled to be a part of such an organization. This gives us a chance to see other programs and make better decisions regarding improvements. We want to move to the next level and face the challenges that lie ahead.” (Indiana Precision Technology. Inc.)

“Participating in AQP’s National Team Excellence Award Competition has given us the opportunity to grow as a high performance team. Not only have we received support and encouragement from our management and the AQP staff but what a nice surprise when that first “congratulations” from another finalist team came in the mail! We have realized the power of teamwork.” (Lucent Technologies)