



## **A Message from the Chair of the California Team Excellence Awards Council**

As the Chair of the California Team Excellence Awards Council, I invite you to apply for the 2006 California Team Excellence Awards competition.

Take advantage of this important competition. It's open to all private and public sector organizations in California. This booklet contains the awards criteria, guidelines, and application form you will need to complete and return by **October 13, 2006**. We've kept the application process simple, too!

The benefits of this dynamic program are numerous. First, organizations have realized major process improvements and significant cost savings through work teams. Second, teams are one of the most effective ways to boost employee morale and harmony in the workplace. Third, this competition is an outstanding way to recognize and reward your work teams for their efforts and achievements. Finally, your organization will receive extensive publicity and statewide recognition as a CTEA Winner.

This past year, we were honored to have three teams representing California in the National ASQ Team Competition. We're proud of these California teams.

So, make the commitment today to apply for the California Team Excellence Awards competition.

We look forward to personally congratulating you and your team!

Vern Goodwalt  
Chair  
CTEA Council, 2006



**2006 California Team Excellence Awards  
and the  
2006 Western Region Team Excellence Awards  
Guidelines & Criteria**

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## Introduction & Sponsors:

Welcome to the 2006 Western Region Team Excellence Award competition. The award competition is sponsored by the California Team Excellence Awards Council, in cooperation with the California Council for Excellence (CCE).

The California Council for Excellence wishes to acknowledge and thank the dedicated volunteer-members of the California Team Excellence Awards Council and those representatives from the western region states, who have designed and implemented this outstanding program.

## ASQ Affiliation:

The 2006 Western Regional Team Excellence Awards is proud to be recognized as the official western regional competition by the American Society for Quality (ASQ), the organization that sponsors the National Team Excellence Award competition each spring. The ASQ program recognizes work teams from the United States, Mexico, and China for their commitment to process improvement, innovation, and performance excellence.

## Western Regional Competition and Important Dates:

Any private or public sector organization located in the ten western region states (AK, AZ, CA, HI, ID, MT, NV, OR, UT, WA) or the Mexican region of Baja California, or the provinces of British Columbia or Alberta, may enter one or more of its work teams in the 2006 Western Regional Team Excellence Awards competition. Team applicants are invited to participate in one of the regional "live" competitions to be held in California, or submit a VHS-format video tape (see submission criteria below). The regional "live" competitions will take place in California on the following dates:

- Tuesday, November 7 – Alpine, at Viejas Casino and Resort
- Thursday, November 9 – Long Beach, at Boeing Training Facility
- Tuesday, November 14 – Sacramento, at National University
- Thursday, November 16 – Perris/Riverside, at Eastern Municipal Water District

### *Other important dates are:*

- October 13, 2006 Early Bird Team Registration Discounts and Entry Forms requested.
- October 23, 2006 Team Applications Due to CCE office.
- October 27, 2006 CTEA & Western Regional Judges Applications due.
- November 7-16, 2006 CTEA/Western Regional "Live" Team Competitions held in California.
- December 11, 2006 Winners notified of competition results.
- December 18, 2006 Feedback Reports Sent to Applicants.
- April 25, 2007 Annual CTEA Awards Conference, at the Lodge at Rancho Mirage, Rancho Mirage, CA
- April 30 - May 2, 2007 ASQ National Team Excellence Awards competition, Orlando, FL



## Application Fees:

Each application requires an Entry Fee as follows:

- Application Entry Form submitted before October 13, 2006: \$700
- Multiple application Entry Form (two or more) from same company submitted before October 13, 2006: \$600
- Application Entry Form submitted after October 13, 2006: \$850
- Multiple applications (two or more) from same company submitted after October 13, 2006: \$750

If you choose to apply, checks should be made payable to "California Council for Excellence" or "CCE." Fees are due with the submission of your Entry Form(s).

## Benefits of the 2006 CTEA and Western Regional Team Excellence Awards Competition:

The 2006 CTEA and Western Regional Team Excellence Awards program is much more than just a recognition event for team members! The program provides long-term benefits for companies and organizations that participate.

Here are some of the "bottom-line achievements" of the teams that competed in last year's final round competition:

- **Saving their companies from \$29,000 to more than \$1.9 million per team.**
- **A 73% reduction in scrap that amounted hundreds of thousands of dollars in savings.**
- **A 40% improvement in productivity.**
- **A dramatic increase in customer satisfaction of 36% in one team region.**
- **A reduction in cycle time from 75 days to 39 days with an estimated savings of \$19.5 million.**
- **A decrease in overtime by 89%.**

These team achievements have a direct impact to the bottom-line of their companies. Equally important, this exciting process combines the application of continuous improvement tools, problem-solving processes, team dynamics, project management, and communication skills to generate significant performance improvements within an organization.

## Feedback Reports & Scoring:

All team applicants receive a formal Feedback Report and scoring sheet detailing how they rated in each Team Criteria area from the Board of Judges. The Criteria and the Feedback Report help by identifying strengths as well as opportunities for improvement. Many of our participating teams use the Team Award Criteria for their internal competition and select their own winning teams for the Western Region Team Excellence Award competition as well as the National Team Award competition.



## Benchmarking:

The live competition is used by many teams and organizations to benchmark the best processes and teams in the country. Teams that choose to compete in the “live” regional presentations have the chance to compete in front of a live audience while describing their successful efforts and best practices. Judges also have the opportunity to pose questions to the teams. This setting provides a unique opportunity for the teams to receive public acknowledgment for their hard work and results; and, to adapt their presentations for the “live” national competition (if they advance to that level).

## Applicant Requirements and Guidelines:

Entry materials for the 2006 CTEA and Western Regional Team Excellence Award competition include the following checklist:

- Entry Form for each Team.
- Application fee for each team entered (multiple applicants can be included in one check from your company made payable to “CCE” and sent to **CCE, Team Excellence Awards, PO Box 1235, Poway, CA 92074-1235**. [street address is: CCE, 13053 Poway Road, Suite “B”, Poway, CA 92064])
- Two 5x7 horizontal color photos of the team members. Photo quality should be suitable for reproduction in the award booklet. Please identify each team member on the back of one of the photos. A close-up photo of the team members is preferred. Please email a copy as well, in a JPEG file format to Rachel@Calexcellence.org.
- A color copy of your company logo in a JPEG format emailed to Rachel@Calexcellence.org.

All forms can be found at the end of this website section and may be photocopied and duplicated as necessary. You may contact CCE at **858-486-0400** to have any materials faxed or mailed to you. Questions may be directed to the CCE staff at the above phone number or email **cce@calexcellence.org**

## General Participation Options: Live Presentation or Video VHS Judging Procedure:

### “Live” Presentations:

All teams participating in the “Live” 2006 CTEA and Western Regional Team Excellence Award competitions, will be asked to adhere to the following standards:

- 25 minute maximum length “live” presentation from team members that addresses the complete Award Criteria in a narrative format.
- Presentations may be delivered with the aid of the following: LCD projector, power point program, screen, laptop computer, overhead projector, microphone, charts and graphs, easels, costumes, and props.
- Teams must supply their own laptop computers and props. Each room will be equipped with a screen, microphone, lectern, overhead projector, flipchart, and two easels. Judges may ask criteria-related questions for a period not to exceed 5 minutes following the completion of the team’s presentation.



### **“Live” Presentations, continued**

At the conclusion of each team presentation, teams are free to observe other team presentations while the judges will retire to a separate room for deliberation and scoring. The Lead Judge will be responsible for preparing each team’s Feedback Report and Scoring Sheet, which will be sent to the respective team within 30 days following the competition.

### **Video Submissions:**

Any team may submit a video of their team’s response to the Criteria, which should describe in detail a completed project from the past 18 months and follows the Award Criteria and Guidelines.

Each team video presentation should cover one completed team project from the past 18 months, tracking the project from its origins to implementation. The video should include measurable results. The video will be judged on the team’s ability to explain the process used, and how they reached their conclusions, correlated to the evaluation Criteria.

The video should be of such quality that judges can clearly see and hear the information being presented. This does not mean that the video needs to be professionally produced or edited. Many teams simply record their presentation on basic video equipment while ensuring the integrity of its visual and audio quality. Additionally, many teams will edit their key power point slides into the video presentation for added enhancement and clarity.

### **Supporting Documentation:**

A copy of all visuals used in the video presentation must be submitted in a 3-ring binder as support documentation for the judges to review. Also, an electronic copy of the presentation slides must be submitted on a cd; however, it should be noted that the Judges complete their evaluation from the team’s video or presentation.

### **Video Requirements:**

Two copies of the video must be submitted. Videos must not exceed the 25-minute presentation length. Judges will not view any video beyond the 25-minute time limit. Videos must be submitted in 1/2-inch VHS format. Any team that wants to view a winning National ASQ video, may call ASQ toll-free, **1-800-733-3310** and order a copy of the 2003 ASQ National Team Excellence Award Winners’ video. The video includes the announcement of the Gold, Silver, and Bronze team award recipients and their live presentations (145 minutes). Please refer to item AQPVIDEO3. List price is \$100; for ASQ members, it costs \$80 plus shipping.

### **Notification of Results:**

Teams will be notified of their results by December 18, 2006 in order to meet the qualifying deadlines for the National Team Excellence Awards competition to be held in Milwaukee, Wisconsin. All teams will be scored and recognized in the following award levels: Gold, Silver, Bronze, and Honorable Mention. The top three teams from each state, that score in the Gold-level range, will automatically earn an invitation to compete in the National Team Excellence Award competition.



## Judging Procedure:

Each team is judged by a panel consisting of three or more judges. The judging panel is chaired by a Lead Judge. The consistent format, criteria, and panel diversity help ensure fairness and the accurate judging of each team. Judges are required to sign a conflict-of-interest statement to ensure no bias in the judging process.

The team presentation is evaluated on a four-point scale for each criterion according to the rating scale shown below:

|                  | <b>SCORE*</b>  |
|------------------|--|
| Not Covered      | 0 - Totally missing  |
| Unclear          | 1 - Touched upon, but not clear  |
| Meets Criteria   | 2 - Criteria are addressed   |
| Exceeds Criteria | 3 - Criteria are not only addressed, it is very evident that extra care was done to confirm its completion and it was demonstrated that the team carried through to completion |

\* Evaluated on a four-point scale for each of the 30 criteria items shown below: 1 a, b, & c; 3 a, b, & c; 4 a, b, & c; and 5. 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.

## Team Applicants:

All teams participating in the 2006 CTEA and Western Regional Team Excellence Awards programs are evaluated on how well they used their improvement process, rather than the amount of money saved. This approach helps to level the playing field for the teams, regardless of their size or industry. It doesn't matter what the tools or problem-solving process a team uses; what matters is how well their specific team methodology was used.

Teams are judged in one of two ways: a live team presentation at one of the four regional team competitions, or submission of a VHS-video tape that addresses the award criteria and guidelines.

Team entries from the Western Region are first judged in preliminary regional competitions from which qualifying teams are invited to participate as finalists at the ASQ Team Excellence Awards competition held at the ASQ Annual Congress.

## Benefits of Participation:

### **Recognition:**

The Team Excellence Award process is an excellent way to capture regional, national, and international exposure and recognition for your organization's team-based improvement efforts. Past winners have received extensive press coverage and high honors both internally and externally. Every team that enters the California competition and the Western Regional Team events will be formally recognized at the regional competitions as well as the annual team recognition awards breakfast held in conjunction with the California Council for Excellence's annual conference, April 25, 2007 in Rancho Mirage, California. Award recipients will also receive coverage in CCE's quarterly newsletter, *California Excellence*, on the CCE website, in the CCE annual conference program, as well as national recognition from ASQ.



### **Self-Assessment and Improvement:**

Participation in the team process can be a valuable experience because every team receives some level of recognition. Also, each team receives formal feedback based on their "live" presentation or video submission. The formal Feedback Report is prepared by the CTEA Board of Judges and offers the team meaningful feedback on their project as measured against the national award criteria. This enables each team to fine-tune their approach to applying problem-solving techniques and process improvement tactics.

### **Benchmarking:**

The "Live" Regional Competitions are used by many companies and teams as a benchmarking opportunity to evaluate "best-in-class" tactics used by some of the best teams in the nation. By encouraging your key employees to attend the "live" regional competitions, you afford them a very inexpensive way to learn from "the Best in the West" and borrow winning tactics and strategies to strengthen your own results. Not surprisingly, most award winning teams are more than eager to share their best practices with other companies as a way of "giving back" and learning new ways to improve their own performance.

## **Preliminary Round Requirements & Guidelines:**

Entry materials for the 2006 Western Regional Team Excellence Awards competition are requested by Friday, October 13, 2006.

### **Entry fees are:**

- Early-bird Application received by October 13, 2006: \$700
- Multiple Applications from same company receive by October 13, 2006: \$600.
- Applications received after October 13, 2006: \$850
- Multiple Applications from same company receive after October 13, 2006: \$750.

NOTE: Any non-team employee is welcome and encouraged to register to attend the "Live" Regional competitions. A nominal registration fee is required. Please refer to the CCE website's "Education" page for further information as well as hotel listings.

Entry Forms can be faxed to CCE at 858-486-8595. You may also email your Entry Form application to [cce@calexcellence.org](mailto:cce@calexcellence.org). Or, you may mail your Entry Form to: CTEA 2006 Competition, California Council for Excellence, PO Box 1235, Poway, CA 92074-1235.

### **Live Team Competition:**

Applicants for the CTEA and Western Team Excellence Awards competition may choose to compete in the "Live Regional Competitions" to be held throughout California during November 7-16, 2006 as part of the "Salute to Work Teams" events. The one-day events will include featured speakers for team members as well as a 25-minute "live presentation" by each competing team before a panel of judges and live audience.



### **Video Submissions:**

As mentioned earlier, team applicants may choose to enter the CTEA and Western Regional Team Excellence Awards competition by submitting a video. Two video copies of their presentation are required. The video must describe a completed project from the past 18 months and follow the CTEA Guidelines & Criteria which are contained in these pages. See the requirements listed previously herein.

### **Gold Award Recipients:**

Any team that scores within the "Gold" scoring band [as defined by the CTEA Board of Judges] will be honored as a Gold-level award recipient. Gold level recipients automatically receive an invitation to participate in the National ASQ Team Excellence Award competition. Gold winners also are invited to present their "best practices" and techniques before the annual conference of the California Council for Excellence held April 25, 2007 at the Lodge at Rancho Mirage, Rancho Mirage, California.

**For the current year CTEA criteria,  
please go to next page.**



## California Team Excellence Award **Evaluation Criteria**

### **1. Project Selection and Purpose (9 items @ 3 points = 27 points possible)**

#### **1A. Explain the methods used to choose the project.**

*(Provide specific examples of techniques and data used.)*

- a. Describe the types of data and quality tools used to select the project, and why they were used.
- b. Explain the reasons why the project was selected.
- c. Describe the involvement of potential stakeholders in project selection.

#### **1B. Explain how the project supports/aligns with the organization's goals/ performance measures and/or strategies.**

- a. Identify the affected organizational goals/ performance measures and/or strategies.
- b. Identify the types of impact the project will have on each goal/performance measure.
- c. Identify the degree of impact the project will have on each goal/performance measure and how this was determined.

#### **1C. Identify the potential stakeholders (those impacted by the project) and explain how they may be impacted by the project.**

- a. Identify the affected internal and external stakeholders and explain how they were identified.
- b. Identify the types of potential impact on stakeholders and explain how these were determined.
- c. Identify the degree of potential impact on stakeholders and explain how these were determined.

### **2. Current Situation Analysis (6 items @ 4.5 points = 27 points possible)**

#### **2A. Explain the approach/ process the team used to identify the potential root cause(s).**

- a. Describe the methods and tools used to identify possible root cause(s).
- b. Describe the team's analysis of data to identify possible root causes.
- c. Describe how or if any of the stakeholders were involved in identifying the root cause(s).

#### **2B. Describe how the team analyzed information to identify the final root cause(s). (Include any appropriate validation.)**

- a. Describe the methods and tools used to identify the final root cause(s).
- b. Describe the team's analysis of data to select the final root cause(s).
- c. Identify the root cause(s) and explain how the team validated the final root cause(s).

### **3. Solution Development (9 items @ 3 points = 27 points possible)**

#### **3A. Explain the methods used to identify the possible solutions.**

- a. Describe the methods and tools used to develop possible solution(s).
- b. Describe the team's analysis of data to develop possible solution(s).
- c. Indicate the criteria the team decided to use in selecting the final solution(s).

#### **3B. Explain how the final solution(s) was/were determined.**

- a. Describe the methods, and tools used by the team to select the final solution(s).
- b. Describe the team's analysis of data to select the final solution.
- c. Describe the involvement of stakeholders in the selection of the final solution(s).

#### **3C. Explain the final solution(s) validation and benefits expected to be realized by implementing the team's solution(s).**

- a. Describe the final solution(s) and explain how the team validated the final solution(s).
- b. Indicate the types of tangible and intangible benefits that are expected to be realized by implementing the team's solution(s).
- c. Explain how the team used data to justify the implementation of the team's solutions.

### **4. Project Implementation and Results (9 items @ 3 points = 27 points possible)**

#### **4A. Explain how buy-in/agreement was achieved for implementation.**

- a. Indicate the types of internal and external (if applicable) stakeholder involvement in implementation.
- b. Describe how various types of resistance were identified and addressed.
- c. Explain how stakeholder buy-in was ensured.

#### **4B. Explain the approach used by the team to implement its solution(s) and to ensure the results.**

- a. Describe the plan developed by the team to implement its solution(s).
- b. Describe the procedure, system, or other changes that were made to implement the solution and to sustain the results.
- c. Describe the creation and installation of a system for measuring and sustaining results.

#### **4C. Describe the results achieved.**

- a. Indicate the types of tangible and intangible results that were realized.
- b. Explain how the project's results link with the organization's goals, performance measures, and/or strategies.
- c. Explain how results were shared with stakeholders.

### **5. Team Management and Project Presentation (4 items @ 4.5 points = 18 points possible)**

#### **5A. Explain how the team members were selected and how they were involved throughout the project.**

#### **5B. Explain how the team was prepared to work together in addressing the project.**

#### **5C. Explain how the team managed its performance to ensure it was effective as a team.**

#### **5D. The team will also be judged on the clarity and organization of its presentation.**



# CTEA Entry Form

Team Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Type of Business: \_\_\_\_\_

Type of Team: \_\_\_\_\_

Street Address (no P.O. Box): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**50 word description of your project including purpose and result:**

(this information will be used in promotional material)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Person (Team Leader/Facilitator): \_\_\_\_\_

Phone: (    ) \_\_\_\_\_ e-mail: \_\_\_\_\_

Mobile: (    ) \_\_\_\_\_ -- \_\_\_\_\_ Fax: (    ) \_\_\_\_\_

**Team Members to be listed on the awards trophy:**

(include name, title, phone number and e-mail for each)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name, title, address, phone, e-mail of highest ranking official at your site/facility:

\_\_\_\_\_  
\_\_\_\_\_

**ENTRY CHECKLIST:**

- Complete, sign, and date the entry form.
- Include appropriate entry fee made payable to CCE (California Council for Excellence).
- Enclose/e-mail two 5x7 horizontal color pictures (with team members identified on the back).
- Enclose/e-mail two camera-ready color logos of your company.
- Enclose supporting documentation in a binder.



## INFORMATION RELEASE AUTHORIZATION

I, (print name) \_\_\_\_\_ hereby authorize release of the entry materials submitted for the ASQ Team Excellence Awards process through the local award program, the California Team Excellence Award.

This authorization is granted with the understanding that the grantee will not assert any copyright restrictions and/or deprive ASQ/CTEA of any rights related to the above-mentioned materials. ASQ/CTEA has the right to display, reproduce, and/or make available the entry materials for viewing at any ASQ/CTEA event or to interested parties.

This authorization is granted to ASQ, P.O. Box 2055, Milwaukee, WI 53201-2055 and CTEA, P.O. Box 1235, Poway, CA 92074-1235.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## 2005 CTEA Winners

### **GOLD**

**The Boeing Company**  
*Transportation Tracking Team*

### **SILVER**

**The Boeing Company**  
*Single Line Project Team*

### **BRONZE**

**NAVSEA**  
*Instrument Calibrations Procedure Team*

**Tahoe Forest Hospital District**  
*Medication Administration Process Improvement Team*

**The Boeing Company**  
*Cargo Door Jamb Team*

**Eastern Municipal Water District**  
*Water Service Connection Team*

**Defense Distribution Depot San Joaquin**  
*Performance Improvement Team*

### **HONORABLE MENTION**

**The Boeing Company**  
*Network Centric Operations Team*

**Momentum Group**  
*Sample Core Process Team*

**Driscoll Strawberry Associates, Inc.**  
*Fresh Fruit Process Improvement Team*

**Eastern Municipal Water District**  
*Automated Meter Reading Implementation Team*



## Words from Winners:

"Entering the ASQ 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.)**

"Teamwork, that's what it's all about. The ASQ's National Team Excellence Competition has given us the opportunities 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)**

"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 ASQ competition for the first time and won our regional competition. Now we are on our way to ASQ's final National Competition. 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)**

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

"We are thrilled we finally made it to the National Competition! In fact, the C-17 Program has over 45 employees, from airplane mechanics to the VP of the C-17 Program, attending the ASQ conference to cheer on and support our three teams competing for the National Team Excellence title. From a project manager's perspective, I believe that our organization will continue with the team application year after year because of the volume of successes our teams have on our program. It's one way we can demonstrate our commitment to continuous quality improvement; quality is a journey, not a destination. We are proud to be able to share those successes with you, and with the rest of the industry!" **(Boeing, Long Beach, CA)**

"The Team Excellence Competition criteria allowed us to strengthen our internal problem-solving techniques with those from ASQ. 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)**

"The Team Excellence Competition is an outstanding opportunity to benchmark your team's process against already proven methods, allowing you to go to the next level." **(Dana Corporation)**



"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 ASQ National Team Competition. We are thrilled to showcase our progressive, quality managed City in such a prestigious national quality event." **(City of Coral Springs)**

"Reaching the finals of the ASQ 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 ASQ process, brings great results." **(Cordis Corporation, a Johnson & Johnson company)**

"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 ASQ is an excellent opportunity to reward and recognize 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 ASQ for giving us the chance to go for the Gold." **(DENSO Manufacturing Michigan, Inc.)**

"ASQ has been a great way to showcase DST'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 also 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." **(DST Output)**

"Being part of ASQ'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 ASQ." **(Emerson Hermetic Motor Division)**

"Winning the gold medal in the ASQ presentation was the highest moment I experienced in my 20 year career as a Quality professional. In my career I have experienced companies I worked for getting the Malcolm Baldrige Award, ISO9000 certified and Ford Q1 but I still put winning the gold up there in first place!" **(Fidelity Investments, KY)**

"Participating in ASQ'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.)**

"Entering the ASQ 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 the ASQ Team Excellence Competition is the perfect opportunity for our team to witness examples of how our nation's 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 ASQ'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 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)**

"This award was made that much more special because it promoted performance excellence through employee involvement, specifically through high performance teams. Personally and professionally it was a rewarding experience to have had the opportunity to lead a team comprised of 6 major corporations to a National championship title. It reaffirmed what I've always known to be true: that people are a company's #1 asset. The strength of the Six Sigma process merged very easily into the ASQ team excellence criteria with their strength in people issues – stakeholder interests, goal alignment, and buy-in – to ensure an outcome that exceeds stakeholder expectations. Six Sigma and ASQ made for a great union of methodologies!" **(Merrill Lynch, NJ)**

"The Team Excellence Competition criteria allowed us to strengthen our internal problem-solving techniques with those from ASQ. 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)**

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