



California Team Excellence Awards 2010 Program



Award Program Overview

Achieving Team Excellence

The most successful companies and public sector agencies have discovered how they can improve results through the formation and recognition of teams. Although work teams have been around for decades, private and public sector organizations are realizing just how important these work teams can be in terms of reducing costs, saving money, fostering innovation, and boosting bottom-line results.

The California Team Excellence Awards (CTEA) was established for the purpose of encouraging the formation of work teams, fostering their ability to perform systematic continuous process improvement, and formally recognizing companies and organizations for their teams' accomplishments.

This assessment process provides an opportunity to compare your efforts toward project and process improvement with the best... and get the recognition you deserve!

Why you should participate in the Team Excellence process?

- ✓ **Recognition**
Capture local and state recognition for your organizations team-based improvement efforts.
- ✓ **Self-Assessment and Improvement**
All entrants receive a feedback report and scoresheet detailing their rating in each team criteria area. The criteria and the feedback report identify strengths and opportunities for improvement.
- ✓ **Benchmarking**
See how your team's efforts compare with the best processes and projects in the state!
- ✓ **Encourage Excellence**
Promote organizational effectiveness and demonstrate commitment to quality and participation practices.
- ✓ **Team Excellence Evaluation Process and Feedback**
Teams submit a PowerPoint presentation explaining their project and process. The presentations are judged on how well they meet the Team Evaluation Criteria. Each team receives a scoresheet and feedback report.
- ✓ **Showcase your team at the CCE Spring and Fall Conference**
All teams will receive recognition for their participation at CCE's Annual Spring and Fall Conference.

Competition and Important Dates:

Any private or public sector organization located in California may enter one or more of its work teams in the CTEA competition. Team applicants are invited to participate in one of the regional “live” competitions to be held in California or submit a DVD-format presentation. The regional competitions will take place during October in the following California locations:

- San Diego area
- Long Beach area
- San Jose/Sacramento area

When the exact dates and locations are finalized, it will be announce via email and also posted on the CTEA website.

2010 Dates and timelines:

- June: Criteria, Guidelines, and other materials available.
- September 17: Application and Entry Fees due from teams.
- September 24: Team presentations due from teams.
- October 4-15: Live judging at locations throughout the state.
- November 8: Team winners are announced
- November 22: Teams receive scoresheet and feedback report.
- March/April 2011: All team winners will receive recognition for their participation at CCE’s Annual Spring Conference.

Top Team presenting California:

- May 16-18, 2011: FINAL ROUND LIVE COMPETITION at ASQ's World Conference on Quality and Improvement in Pittsburg, PA.

Eligibility:

All teams are eligible. The team can be any combination of personal from all levels of an organization. Your project must have been completed in the last 2 years and achieved measurable results.

Application Fees:

Each application requires an entry fee: **Gold Rush - \$375** or **Gold Nugget - \$700**.

Gold Rush can be submitted anytime during the year, Gold Nugget is due on or before September 17, 2010.

CCE accepts online payment through Visa or MasterCard. If paid by check, make payable to ‘California Council for Excellence’ or ‘CCE’. Fees are due with the submission of your Application Form.

Please mail the application, check, and all supporting materials to:

California Council for Excellence (CCE)
1851 N. Gaffey, Suite F
San Pedro, CA 90731

If you have any questions please call CCE at 1-858-486-0400, e-mail to cce@caexcellence.org, or visit www.caexcellence.org/ctea.html

CTEA Program Requirements:

California has two award levels; the Gold Rush and Gold Nugget.

- Level 1 – Gold Rush:** This is an option for those organizations that have relatively novice teams with little experience in systematic approaches to process improvement. Applications can be submitted at any time during the calendar year and are in the form of a soft copy PowerPoint presentation. Teams are only required to address the 15 Item Questions of the criteria (1A, 1B, 1C, 2A, 2B, etc). The presentations are scored by a Senior Judge against the International Team Excellence Award criteria and you receive a feedback report.
- Level 2 – Gold Nugget:** This is intended for more mature teams as they participate in one of the ‘Live regional competitions’ that are scheduled in October in locations across California. Each team is given 30 minutes to make their presentation based on the full award criteria (1Aa,b,c, 2Aa,b,c, etc). The competitions typically are done in the morning then the judges meet in the afternoon to begin the scoring process.

The table below describes the requirements and differences of each award level.

Gold Rush and Gold Nugget Requirements

Description	Level 1 - Gold Rush	Level 2 - Gold Nugget
Criteria Categories	5	5
Item Questions	15	37
Possible Points	N/A	126

Requirements

Slides Per Item Question	2-3	No Limit
PowerPoint Slides	30-45	No Limit
PPT Speaker Notes Required	Yes	Yes
Team Setup Time	N/A	5 minutes
Presentation time	N/A	30 minutes
Live Presentation	N/A	October

Feedback Reports

Scoresheet	No	Yes
Strengths & Opportunities	Yes	Yes
Recognition at Annual Conference	Yes	Yes

Application

Application Deadline	Anytime	September 17th
Application Fee	\$375	\$700

CTEA / ITEA Award Criteria:

Below are International Team Excellence Award criteria. California follows this same criteria and you can find links to the detailed criteria on the CTEA homepage at www.calexcellence.org/ctea.html.

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 on each goal, performance measure, and/or strategy.
- c. Identify the degree of impact on each goal, performance measure, and/or strategy 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 potential 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 this was 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)/improvement opportunity(ies).

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

2B. Describe how the team analyzed information to identify the final root cause(s)/improvement opportunity(ies). (Include any appropriate validation.)

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

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

3A. Explain the methods used to identify the possible solutions/improvement actions.

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

3B. Explain how the final solution(s)/improvement action(s) was/were determined.

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

3C. Explain the final solution(s)/improvement action(s), validation, and the benefits expected to be realized by implementing the team's solution(s)/improvement action(s).

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

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)/improvement action(s) and to ensure the results.

- a. Describe the plan developed by the team to implement its solution(s)/improvement action(s).
- b. Describe the procedure, system, or other changes that were made to implement the solution(s)/improvement action(s) 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.

Judging Process:

All teams participating in the competition are evaluated on the basis of the International Team Excellence Award criteria, which emphasize how well a team used its improvement process. Problem-solving tools and methodology will be factors in the judges' decisions.

The judges evaluate each team's presentation based on how well the team demonstrates that they addressed each criterion. Judges will decide if the team addressed the criteria using the guidelines of 'Exceeded', 'Met', 'Unclear' or 'Not Covered'. See the CTEA website for a link to the ASQ Scoring Guidelines.

The award level that the team receives is based on the overall point total for the team. Teams can earn **Gold**, **Silver**, **Bronze** or **Honorable Mention** award level.

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 45 days following the competition.

Frequently Asked Questions:

1. What should the presentation cover?

It should cover a completed project with measurable results. Projects completed within the past 24 months are eligible. The presentation should also be aligned with CTEA's team excellence criteria. Include speaker notes for each slide.

2. Is there a limit to the number of slides and presentation time?

You can have as many PowerPoint slides as you can effectively present in thirty minutes. However your constraint is a thirty minute presentation time limit. You need to pace your presentation.

3. Do we need to specifically address every criterion in our presentation?

Because the judges score on each criterion, it is important to specifically address each individual criterion. If the team did not address a criterion, please explain why not. The judges understand that the level of detail can vary depending on factors such as the team's project scope and the methodology they used.

4. Is my company allowed to use the CTEA criteria, process, and samples for our internal competition?

Yes. However, keep in mind that ASQ is the copyright holder of the Team Excellence Criteria.

5. Do we have to tell the judges what we did not do?

Teams need to demonstrate awareness of each criterion and note whether each was addressed. Explain any unique circumstances that prevented your team from taking action in a particular criteria area.

6. What materials are available to help a team prepare for the competition?

All the available resources for a team to put their presentation together may be downloaded from CCE's Web site www.calexcellence.org - including the criteria, criteria detail, scoring guidelines, and sample presentations.

7. Will it affect the score if a team uses its organization's problem-solving process and/or improvement methodology instead of the Team Excellence Competition criteria?

The criteria is designed to be comprehensive, yet generic in scope and description. Therefore, there is no one methodology that your team must use. However, the teams that are most successful in the competition, regardless of their team process, will carefully address all sections of the criteria as specifically as possible and show where their process fits within the criteria to enable accurate judging of their effort. Again, please refer to the criteria detail and scoring guidelines documents for assistance.

8. Can a team win an award the first time it enters the Team Excellence Award Process?

Yes. Each team is judged solely on how well its current submission addresses all the criteria. The Gold, Silver, and Bronze Awards levels are based on a point band range of achievement. Therefore, any number of teams can receive a Gold, Silver or Bronze level award as long as they achieve the point band range for that award level.

9. Do you have site visits?

No, we do not have site visits.

10. Are the criteria applicable for any type of team?

Yes. Any team undertaking a new project or that has successfully completed one, including “on-going” teams—e.g., problem solving, continuous improvement, reengineering, work process, new product development, etc.—can use the criteria to explain their team success story from start to finish.

11. Do the criteria support other approaches like Six Sigma, Lean, ISO, Baldrige, etc.?

The team criteria are unique and not dependent on any other improvement system, but no conflicts with any of these approaches have been identified or substantiated. In fact many of these methodologies are complementary.

12. How does the CTEA Awards program differ from the international award process?

CTEA mirrors the ASQ/ITEA program in most all areas. The International Team Excellence Award partner award program and is open to teams within their respective organizations, states, or countries. Also, ITEA has a two step judging process, a preliminary round and final round. A link to the ASQ ITEA can be found on the CTEA website.

13. If we choose not to do a live presentation should the video/DVD be professionally produced?

Most presentations will be live. If you choose to submit a video/DVD presentation it is not necessary to have it professionally produced. However, the judges must be able to clearly see ALL the slides used in the presentation and HEAR the speaker(s) or read a COMPLETE script. Entries are judged on the information provided by the speakers and the slides.

14. Are previous winners available to help new teams?

Generally winning teams are very willing to offer a limited amount of non-proprietary advice and guidance to other teams; however this is not a requirement from CTEA. Selected past winners presentations are available and may be downloaded from CTEA website.

15. What is the objective of the feedback from the judges?

Feedback is the key to entering the competition. The Feedback Report will describe the strengths of your team and areas where you can improve. The feedback describes how the teams met the specific criteria or how they can meet the criteria in the future. The judging panels work hard to assure that the feedback is helpful to the teams. The desired effect is improvement for the team and their capability to contribute to their respective organization.

For more information on participating in the Team Excellence process, please e-mail cce@calexcellence.org or call 1-858-486-0400 or visit the website at www.calexcellence.org/ctea.html.