



CALIFORNIA TEAM EXCELLENCE AWARDS



**EMPOWER YOUR
WORK TEAMS TO
HELP YOU:**

- ★ Save Money
- ★ Increase Productivity
- ★ Improve Bottom-Line Results



**GIVE YOUR WORK TEAMS THE
RECOGNITION AND APPRECIATION
THEY DESERVE**



**BECOME A BEST-IN-CLASS
ORGANIZATION**



CALIFORNIA COUNCIL FOR EXCELLENCE

1851 N. Gaffey Street, Suite F

San Pedro, CA 90731

Phone: (858) 486-0400

www.caexcellence.org/ctea.html

In cooperation with:

American Society for Quality (ASQ)

California Council for Excellence (CCE)

California Team Excellence Awards Council (CTEA)

**BUSINESSES AND
GOVERNMENT
AGENCIES ARE
DISCOVERING
A POWERFUL,
NEW SECRET TO
HELP THEM
IMPROVE THEIR
PERFORMANCE
AND RAISE
PRODUCTIVITY . . .
WORK TEAMS!**

The secret is out! 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. Organizations such as Boeing, Fidelity Wide Processing, Aetna, Feather River Hospital, and the U.S. Navy are using work teams to accomplish significant results. Recent international team winners from Boeing and Fidelity Wide have documented savings of more than \$3.5 million as a result of their formal Work Teams programs.

For many years, the International Team

Excellence Awards competition, sponsored by American Society for Quality (ASQ), has formally recognized the contributions of work teams.

To support this outstanding program in California, the Team Excellence Awards were 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 dynamic program is administered by the California Council for Excellence, a non-profit educational foundation, and the California Team Excellence Awards Council in cooperation with organizations and universities dedicated to the growth of work teams in California.

BENEFITS OF APPLYING:

There are many benefits to participating in the California Team Excellence Awards competition. Here are some of the "bottom-line achievements" of the teams that have recently competed:

- Saving their companies from \$29,000 to more than \$1.9 million per team.
- A 73% reduction in scrap that amounted to hundreds of thousands of dollars in savings.
- A 40% improvement in productivity in one manufacturing plant.
- A dramatic increase in customer satisfaction of 36% in one team's sales 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%.
- A reduction in a hospital's delinquent accounts from 62 days to 16 days with a net savings of more than \$822,000 in one year.

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.

WHO IS ELIGIBLE TO APPLY:

Any business, company, healthcare facility, military unit, non-profit organization, or public sector agency located in California may enter one or more of its work teams in the California Team Excellence Awards competition.

For the purposes of this competition, a work team is defined as "two or more people who are formally organized within their organization to accomplish a specific project outcome and can document their results in accordance with the International Team Excellence Award criteria (ITEA) managed by ASQ."

THE COMPETITION: HOW DOES YOUR WORK TEAM COMPETE?

Your first step is to make sure the work team has completed a documented project that meets the criteria of the International Team Excellence Award criteria. The award criteria are available on CCE's website at: www.caexcellence.org

The next step is to decide which award competition in which to compete: Level 1 Gold Rush or Level 2 Gold Nugget program. The Gold Rush is an option for those organizations that have relatively novice teams with little experience in systematic approaches to process improvement.

Level 2 Gold Nugget competition team applicants participate in one of the "Live" regional competitions that are scheduled in October in locations across California.* Each team presents their project to a panel of judges and an audience of guests and attendees.**

*The "Live" Team Competitions are co-hosted by the California Team Excellence Awards Council and a major company or government agency who want to demonstrate their support for the program and, thus, agree to bring the "Live California Competition" to their local area. Co-sponsors typically provide meeting space, basic audiovisual, and some food/beverage as part of their support for the event.

**If the team cannot make it to one of the competition locations, they have the option of submitting a video of their project presentation. The video should be of such quality that judges can clearly see and hear the information being presented. The video does not need 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.

THE APPLICATION PROCESS:

Step One . . .

Each team should select one of the California competition sites and make their travel plans to participate. Usually, this decision is based on convenience, budget considerations, or a desired location to reward the team. CCE organizes these events with its co-sponsors and will assist you with the necessary information including nearby hotels and the program schedules. This information will also be posted on CCE's website in early August.

Step Two . . .

The next step is for your team to file its team application form, fee, and supporting documents (see below) with CCE, the program administrator, by the submission deadline indicated on the website. Team application forms are simple to complete and can be obtained by visiting www.calexcellence.org/ctea.html or by calling CCE's office at (858) 486-0400. There is no limit as to the number of teams any one organization can enter in the competition. However, each team requires a separate application and entry fee.

Step Three . . .

Finally, teams should arrive by morning ready to present "live." All teams will be asked to adhere to the most current Award Criteria which can be found online at www.calexcellence.org/ctea.html. Each team will be scheduled to present before a panel of judges and a live audience.



FEEDBACK REPORTS & SCORING:

One of the outstanding benefits of participating in the Team Excellence Awards competition is the formal Feedback Report and Scoring Sheet each team will receive. These documents detail how each team scored against the award criteria according to the Panel of Judges. The Criteria and the Feedback Report help teams identify their strengths as well as opportunities for improvement. Many of our participating teams use the Team Award Criteria for their internal team competition, and then, select their winning teams to participate in the California Team Excellence Award competition.

BENCHMARKING:

The live regional competition is used by many organizations as an effective means to benchmark performance, learn best practices, and discover innovative ways that teams can improve organizational performance and save money. Teams that choose to compete in the "live" regional competitions have the chance to present in front of a live audience while describing their successful efforts and best practices. This setting provides a unique opportunity for the teams to receive public acknowledgment for their hard work and results.

APPLICANT REQUIREMENTS & GUIDELINES:

Entry materials for the California Team Excellence Award competition include the following checklist:

1. Complete, sign, and date the Application Form and Release Authorization Form.
2. Include appropriate entry fee made payable to CCE (California Council for Excellence).
3. PowerPoint presentation with speaker notes/supporting text in hard copy form (color preferred) and also on a CD.
4. Enclose a horizontal color picture as a photo JPG file and a camera-ready color logo of your organization on the CD. Also identify team members.
5. Enclose two binders with any supporting documentation.
6. Mail to: CCE, 1851 N. Gaffey Street, Suite F, San Pedro, CA 90731

All forms can be found on CCE's website under the CTEA 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 CCE staff at the above phone number or email: cce@calexcellence.org

PARTICIPATION DETAILS:

All teams participating will be asked to adhere to the following standards:

- 30 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, PowerPoint 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, an LCD projector, microphone, lectern, overhead projector, flipchart, and two easels.

Judges may ask criteria-related questions for a period not to exceed 15 minutes following the completion of the team’s presentation.

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 45 days following the competition.

JUDGING PROCESS:

Each team is judged by a panel consisting of three or more judges. This consistent format and criteria help ensure fairness and accurate judging of each team. If you would like to volunteer to be a member of the Board of Judges, please contact CCE at (858) 486-0400 or apply at www.calexcellence.org/ctea.html.

HOW APPLICANTS ARE EVALUATED BY THE BOARD OF JUDGES:

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.

SUPPORTING DOCUMENTATION:

Copies of all visuals used in the video presentation should be submitted in a 3-ring binder as support documentation for the judges to review. A limited amount of support documentation can also be included in the binder.

NOTIFICATION OF RESULTS:

All team-applicants will be notified of their performance and scoring results within 45 days. All teams will be placed in the following award levels based on the Judges’ overall scoring: Gold, Silver, Bronze, and Honorable Mention. The top team will automatically earn an invitation to compete in the International Team Excellence Award competition held in the spring.

CTEA AND INTERNATIONAL TEAM EXCELLENCE GOLD AWARD WINNER “HD SUPPLY”



“CTEA provides an excellent platform to showcase the team success and recognize the team’s accomplishment inside the organization as well as in the industry. It gives a unique opportunity for teams from different industries to compete under common criteria. The learning and awareness that comes out of this experience fuels the pursuit of continuous improvement and innovation.” – Ayesha Basheer, Manager, VOC/Fabrication HD Supply Facilities Maintenance

We look forward to having your Team compete in this year’s California Team Excellence Award competition!



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