



# WESTERN REGIONAL 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**



### **In Cooperation With:**

*American Society for Quality  
Arizona Quality Alliance  
Association for Quality & Participation  
California Council for Excellence  
California Team Excellence Awards Council  
Quality New Mexico  
The University of California Riverside Extension  
Washington State Quality Awards*

# “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. Companies such as Boeing, Fidelity Wide Processing, Aetna, and White Memorial Hospital are using work teams to accomplish significant results. Recent national 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 the past ten years, the National Team Excellence Awards competition, co-sponsored by the Association for Quality & Productivity (AQP) and the American Society for Quality (ASQ), has formally

recognized the contributions of work teams.

To support this outstanding program in the western region of the United States, the Western Regional Team Excellence Awards were established for the purpose of encouraging the formation of work teams, fostering their development and growth, and formally recognizing companies and organizations for their team excellence.

Today, the Western Regional Team Excellence Awards includes ten western states, three Canadian provinces and two territories, and the state of Baja California, Mexico.

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 the University of California Riverside Extension and other non-profit organizations and universities dedicated to the growth of work teams in their respective states.

## **BENEFITS OF APPLYING:**

*There are many benefits to participating in the Western Regional 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 the ten western region states (AK, AZ, CA, HI, ID, MT, NV, OR, UT, WA); or the Mexican region of Baja California; or, the Canadian provinces of British Columbia, Alberta, Saskatchewan, the Northwest Territories, and the Yukon Territory may enter one or more of its work teams in the Western Regional 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 National Team Excellence Award criteria.”**

## **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 National Team Excellence Award criteria. The award criteria are available on CCE’s website at: [www.calexcellence.org](http://www.calexcellence.org)

Team applicants participate in one of the “Live” regional competitions\* that are scheduled in November in locations across the western region. The competitions typically lasts from 8:00 am – 12 Noon including the Awards Luncheon. An optional educational workshop for teams is held during the afternoon from 1:00 pm – 5:00 pm. A separate registration applies for the Team Development workshop.

Each team presents their project to a panel of judges and an audience of guests and attendees.\*\* Each team’s presentation adheres to the national team excellence award criteria and may last up to 25 minutes. Visual aids, uniforms, and props are typically part of the team’s presentation.

*\*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 national program and, thus, agree to bring the “Live Regional 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. Also, their employees are given scholarships to attend the afternoon educational programs.*

*\*\*Teams that are unable to participate in the “Live Regional Competition” may, instead, submit a VHS-format videotape that adheres to the national team excellence award criteria and is not longer than 25 minutes.*

*Congratulations to these successful Work Teams!*



Fidelity Wide Processing Team



Boeing Company's Ramp Team



Boeing's SOLR Team



White Memorial Medical Center's Accounts Receivable Team

## The Application Process:

### Step One . . .

The first step is for your team to file its intent-to-apply form with CCE, the program administrator, in early October. Intent-to-Apply Forms are simple to complete and can be obtained by visiting the [www.calexcellence.org](http://www.calexcellence.org) website or calling CCE's office at 858-486-0400 in San Diego, California.

### Step Two . . .

Secondly, each team should select one of the regional 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. The CTEA Council organizes these events with its co-sponsors throughout the western region and will assist you with the necessary information including hotels room reservations and the program schedules. This information will also be posted on CCE's website in early August.

### 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 on the [www.calexcellence.org](http://www.calexcellence.org) website. Following the "Teams Rock!" breakfast and a motivational speaker, each team will be scheduled to present before a panel of judges and a live audience. Results and special recognition awards will be announced during the Team Awards Luncheon & Ceremony. Following the luncheon, all participants are encouraged to attend an optional afternoon educational workshop on Work Teams from 1:00 pm – 5:00 pm. A separate registration fee is required for the afternoon workshop.

### Application Fees and Forms:

Each team application requires an Entry Fee that is due with the submission of its Intent-to-Apply form(s). There is no limit as to the number of teams any one organization can enter in the competition. For current entry fees, please visit the [www.calexcellence.org](http://www.calexcellence.org) website.

### 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 Board 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 Western Region 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. 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.

### Applicant Requirements and Guidelines:

*Entry materials for the Western Regional Team Excellence Award competition include the following checklist:*

- Intent-to-Apply form for each Team.
- 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, P.O. Box 1235, Poway, CA 92074-1235)
- 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 the photos. *A close-up photo of the team members is preferred. If emailing your team photos, please use a JPEG file format.*
- Two color copies of your company logo (if mailed) or a JPEG format (if emailed).

*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 the CCE staff at the above phone number or email: [cce@calexcellence.org](mailto:cce@calexcellence.org)*

## General Participation Options: Live Presentation or Video VHS

### “Live” Presentations:

All teams participating in the “Live” 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, 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 30 days following the 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. If you would like to volunteer to be a member of the Board of Judges, please contact CCE at **858-486-0400**.

### How Team Applicants Are Evaluated by the Board of Judges:

All teams participating in the competition are evaluated on the basis of the National 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.

### Video Submissions:

Any Team that is unable to participate in the “Live” Competitions, may submit a VHS video of their team’s response to the Award Criteria.

### Video Submissions, continued

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:

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; however, it should be noted that the Judges complete their evaluation from the team’s video.

### 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 standard VHS format. Any team that wants to view a winning National AQP video, may call AQP at toll-free, **1-800-733-3310** and order a copy of the 2003 AQP 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 AQPVID03. List price is \$100 plus shipping. (\$80 plus shipping for AQP members).

### Notification of Results:

All team-applicants will be notified of their performance and scoring results during the live competition’s Awards Luncheon. Results are based on the National Team Excellence Award criteria sponsored by ASQ and AQP. All teams will be scored in the following award levels based on the Judges’ overall scoring: 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 held in the spring.

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

**Western Regional Team Excellence Awards**  
Attn: CCE  
Post Office Box 1235  
Poway, CA 92074-1235  
858-486-0400



## CALIFORNIA COUNCIL FOR EXCELLENCE

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