



STATE OF OKLAHOMA  
OFFICE OF PERSONNEL MANAGEMENT

*"Working for Oklahoma"*

**OPM 07-04**

**DATE:** January 22, 2007

**TO:** All Appointing Authorities

**FROM:** Oscar B. Jackson, Jr., IPMA-CP, Administrator and  
Cabinet Secretary of Human Resources and Administration

A handwritten signature in cursive, appearing to read "Oscar B. Jackson, Jr.", positioned to the right of the "FROM:" field.

**RE:** *Quality Oklahoma Team Day 2007*

**Team Day in the Centennial!**

*Quality Oklahoma Team Day 2007*

The Office of Personnel Management is proud to present *Quality Oklahoma Team Day* on Tuesday, May 8, 2007, as part of the Oklahoma Centennial Celebration.

Team Day annually celebrates the achievements of agency work teams with successful projects during Public Service Recognition Week. Successful projects are those team-led efforts that decrease agency costs, generate income, improve customer service and satisfaction, improve delivery systems or resource management, improve employee morale, and/or establish valuable partnerships with other agencies and organizations. Team exhibits will be displayed in the Capitol Rotunda from 11:00 a.m. to 2:00 p.m. An awards ceremony will be held at 2:30 p.m.

Act now to register your agency team project(s) for display, and you may also apply for a *Commendation of Excellence!* The process is simple, and there is no cost for participation. Registration information is included and may be reproduced and distributed to your human resource personnel, field offices, and agency teams. ***The deadline for receipt of materials is March 30, 2007.***

We know that successful team projects often exceed performance expectations with innovative outcomes. This is an excellent opportunity to showcase your employees and your agency's dedication to the state of Oklahoma. We encourage you to contact your team(s) now for participation in this public event.

For more information about registration or Team Day activities, please contact Joyce Smith, Quality Oklahoma Coordinator, at (405) 522-3617.

*"We serve the people of Oklahoma by delivering reliable and innovative human resource services to our partner agencies to achieve their missions."*



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## Official Team Day Application Packet

Thank you for considering participation in *Quality Oklahoma* Team Day 2007. Registering your successful agency team project is an excellent way to recognize the diligence and innovation of your employees!

The event will be held May 8, 2007, at the State Capitol. ***The registration deadline is March 30, 2007.*** The Office of Personnel Management hosts Team Day to recognize employee innovation, collaboration, and accomplishment. We are excited about this year's event and look forward to working with you.

Agencies may participate by applying for a *Commendation for Excellence* or by registering for a *Booth-Only Display*. Commendation applicants are **required to display your agency project** on Team Day. Booth-Only participation is offered for agencies that wish to exhibit without applying for a commendation. You will receive the same booth space as commendation applicants, but will not be considered in the award selection process.

**If you are applying for a commendation, please complete the *Application for Governor's Commendation for Excellence*.** Selection criteria are included in this packet to assist you in the process. Agencies may submit material for as many projects as desired. It is possible to receive multiple commendations! Since we cannot give repeat commendations for the same project, we encourage you to display last year's winners through the Booth-Only Application. Members of previously winning teams may submit new projects each year.

If you need more information, please contact Joyce Smith, *Quality Oklahoma* Coordinator, at (405) 522-3617. Before mailing your packet, please verify that you have completed the following:

### Team Day Check List

- Appropriate form (*Award or Booth-Only*)
- Equipment form (*required for all applications*)
- Contact person's name and information
- Names of your team members
- Names of your agency partners (*if applicable*)
- Short paragraph summary of your project
- Sign and date the affirmation statement

## Preparation Recommendations

These are recommendations to help you prepare your application for *Quality Oklahoma* Team Day 2007.

- Your team must have successfully accomplished an agency project, documented to:
  - ☞ decrease costs
  - ☞ generate revenue
  - ☞ reduce time
  - ☞ improve customer service and satisfaction
  - ☞ greatly improve employee morale
  - ☞ cut red tape
  - ☞ better manage resources
  - ☞ create partnerships with other organizations
- Limit the application to two typed pages. Use no smaller than an 11-point font.
- You should explain your situation in “laymen’s terms.” Presume the reader does not have knowledge of your agency. Avoid the use of **jargon** on this application. If you use **acronyms**, explain them in the first usage.
- Follow the criteria and instructions listed on the application.
- Tell how a problem was discovered or an idea came to be.
- Tell how you worked to change it. Include timelines, cost/saving factors, evaluations, processes used, etc.
- Results are important. Outputs and outcomes are not as important as the fact that you accomplished greatness for your agency, but they do matter. Convert work hours to savings by using an average or job specific salary. Do the same for other measurements – megawatts, supplies saved, equipment rendered unnecessary, etc.
- Your summary, restricted to 125 words or less, is required.
- *Meet the deadline – March 30, 2007.* Every submission is date-stamped when received.
- Be sure to list your team members. *One person does not a team make.*
- List your partners, being sure to tie in how they contributed to the project.

## Evaluation Criteria

After reading your material, selection committee members should know the purpose of your project, the process you took to find a solution, the intended or projected outcome and the results. Applications will be evaluated based on the following criteria:

- **Uniqueness or Originality**—Is your project unique to your agency, not just your facility? Has this project already been recognized as completed by another agency?
- **Use of quality processes, methods or tools**—What were your goals? How did you decide on an action plan? Explain the process used, especially how you utilized the quality improvement process, problem solving process, and/or quality tools.
- **Measurable Results**—Discuss outputs, outcomes, and /or any other specific measurements that document success. Quantify your results as much as possible. Use “before and after” comparisons. Describe measurements in terms of numbers, percentages, work hours saved, processes made easier, survey results, number of complaints, etc. Share the impact of the success of your project and its value to your customers. Up to two additional pages of charts, diagrams, photos, or graphs may be attached to your application. (No notebooks please.) Explain these visual aids in the body of your application.

Additional information for the *Quality Oklahoma* Team Day 2007 Governor’s Commendation for Excellence may be obtained by calling Joyce Smith at (405) 522-3617.

*\*Please note: Commendation applicants are REQUIRED to exhibit your agency project on Team Day.*

**Quality Oklahoma Team Day 2007**  
**Application for "Commendation for Excellence"**

State Agency: \_\_\_\_\_

Address: \_\_\_\_\_  
Street Address City/State Zip

Project Name: \_\_\_\_\_  
*As it should appear on the Commendation*

Person to Contact: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Telephone Number: (\_\_\_\_\_) \_\_\_\_\_ FAX: (\_\_\_\_\_) \_\_\_\_\_

This is a:  new application  updated, resubmitted application

**Affirmation:** The information and/or any appendices submitted in this application packet for *Quality Oklahoma Team Day* is/are true and accurate to the best of my knowledge.

Signed \_\_\_\_\_  
(E-mailed copies must be followed up by mailing a copy of this signed form.)

**Include the following requirements in your application:**

- I. The names of all individuals involved in the improvement initiative and, if appropriate, the agencies or departments they represent.
- II. A brief description of the issue your agency attempted to solve and why it was important to find a solution.
- III. Specific actions taken in order to solve the problem or address the issue, including the use of quality tools and processes, if applicable.
- IV. The results or outcome of your project. This includes income, savings, production, positive changes, or any other measures you use to determine success.
- V. The name, address and telephone number of your local newspaper, if you are willing to have information released to your local newspaper concerning your involvement in Team Day 2007.
- VI. A summary or abstract of your application, restricted to 125 words or less, is required.
- VII. The completed EQUIPMENT NEEDS FORM.

**Mail to:** Joyce Smith  
Office of Personnel Management  
2101 North Lincoln Boulevard  
Oklahoma City, OK 73105

**FAX to:** (405) 522-1752

**E-Mail to:** Joyce.Smith@opm.ok.gov

Please direct additional Team Day inquiries to Joyce Smith at (405) 522-3617.

*\*Please note: Commendation applicants are REQUIRED to exhibit your agency project on Team Day.*

**Quality Oklahoma Team Day 2007  
Booth-Only Registration**

Complete this registration only if you **are not** applying for a "Commendation of Excellence," but your agency still wants to exhibit at the *Quality Oklahoma* Team Day event.

State Agency: \_\_\_\_\_

Address: \_\_\_\_\_  
Street Address City/State Zip

Project Name: \_\_\_\_\_  
*As it should appear on the program*

Person to Contact: \_\_\_\_\_

e-Mail Address: \_\_\_\_\_

Telephone Number: ( ) \_\_\_\_\_ FAX Number: ( ) \_\_\_\_\_

**Affirmation:** The information and/or any appendices submitted in this application packet for *Quality Oklahoma* Team Day is/are true and accurate to the best of my knowledge.

Signed \_\_\_\_\_  
(e-Mailed copies must be followed up by mailing a copy of this signed form.)

**Include the following requirements in your application:**

- I. The names of all individuals involved in the improvement initiative and, if appropriate, the agencies or departments they represent.
- II. A summary or abstract of your project, restricted to 125 words or less.
- III. The name, address and telephone number of your local newspaper, if you are willing to have information released to your local newspaper concerning your involvement in Team Day 2007.
- IV. The completed EQUIPMENT NEEDS FORM.

**Mail to:** Joyce Smith  
Office of Personnel Management  
2101 North Lincoln Boulevard  
Oklahoma City, OK 73105

**FAX to:** (405) 522-1752

**e-Mail to:** [Joyce.Smith@opm.ok.gov](mailto:Joyce.Smith@opm.ok.gov)

Please direct additional Team Day inquiries to Joyce Smith at (405) 522-3617.

**Quality Oklahoma Team Day 2007  
Equipment Needs Form**

This form is required for **all** participants (Booth-Only & Commendation applicants).

**Project Name:** \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

One table and two chairs are automatically provided. If you need more, please indicate the numbers below and your team's equipment needs. Not all exhibit booths have electrical or Internet access. Be specific about your needs. We will try to accommodate you. We can only provide one electrical outlet per team.

We cannot supply:

- Easels
- Table coverings or skirting
- Audio or video equipment
- Extension cords
- Power strips
- Computer tables

State Capitol Building codes require **heavy-duty, insulated extension cords.**

<b>EQUIPMENT</b>	<b>DETAIL</b>	<b>TOTAL</b>
EXTRA TABLES: <i>(1 provided)</i>	1 + _____	_____
EXTRA CHAIRS: <i>(2 provided)</i>	2 + _____	_____
ELECTRICAL OUTLET: <i>(Circle One)</i> <i>(Electrical outlets may not be available. You will be notified.)</i>	Yes                  No	
INTERNET CONNECTION: <i>(Circle One)</i> <i>(Internet connection may not be available. You will be notified.)</i>	Yes                  No	

WE NEED TO LOCATE NEAR:  
*(Please indicate team and project name if you must pair with another group. We will try to accommodate you.)*

Booth assignments are made prior to the event, and will not be changed on Team Day. Make certain you have listed all of your team's requirements on this page. Find your booth location at the check-in table. We look forward to seeing you at the Capitol on Team Day!

Return this form, along with your application, no later than **March 30, 2007.**

**Mail to:**            **Joyce Smith**  
**Office of Personnel Management**  
**2101 North Lincoln Boulevard**  
**Oklahoma City, OK 73105**

**Fax to:** (405) 522-1752

**e-Mail to:** [Joyce.Smith@opm.ok.gov](mailto:Joyce.Smith@opm.ok.gov)