



STATE OF OKLAHOMA
OFFICE OF PERSONNEL MANAGEMENT

"Serving Equal Opportunity Employers"

OPM 03-04

DATE: February 6, 2003
TO: All Appointing Authorities
FROM: Oscar B. Jackson, Jr., Administrator and
Cabinet Secretary of Human Resources and Administration
RE: ***Quality Oklahoma Team Day 2003***

Teamwork can be fulfilling and successful outcomes very rewarding. Teams are often the basic unit of work, with members outperforming expectations through cooperation and ingenuity. Equally remarkable is that team members report higher levels of job satisfaction, accountability, and ownership through their team projects. Recognition of outstanding teams can be accomplished by participation in *Quality Oklahoma Team Day*. Agencies that acknowledge outstanding performance and successes build higher productivity and loyalty and can create patterns for desired performance that lead to organizational success.

Nominating your agency team(s) for a *Governor's Commendation Award of Excellence* effectively and meaningfully demonstrates your appreciation of their contributions to the success of your agency's mission. ***Quality Oklahoma Team Day will be observed at the state capitol from 11:00 a.m. to 2:00 p.m. on Thursday, May 8, 2003, with team awards to be presented in the House Chambers at 2:30 p.m.*** This is an excellent, cost-effective way to boost your employees' morale and motivation, and at the same time have the opportunity to "brag" a bit about your agency's successful initiatives and accomplishments. The event coincides with Public Service Recognition Week.

In 2002, 56 projects representing 18 different agencies were displayed. Governor's Commendation Awards were presented for 33 projects. Six projects received specialty awards. Total projects documented a combined cost savings and revenue generation of more than \$35 million for the state of Oklahoma.

The deadline for applications is March 31, 2003. The enclosed flyer and application forms may be reproduced as needed and distributed to your Human Resource personnel, field offices, and teams so that they can begin gathering information for the application process. You may also download the application as well as information about the ***Quality Oklahoma Team Day*** application process from the OPM website:

www.opm.state.ok.us/html/hr_hrds_quality.htm

If you have any questions about Team Day 2003, please contact Joyce Smith at (405) 522-3617 or Tauheedah Raheem at (405) 521-4539. Thank you for your interest and participation in this worthwhile event.

Enclosures

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



Quality Oklahoma Office

State of Oklahoma
Office of Personnel Management
2101 North Lincoln Boulevard
Oklahoma City, OK 73105
Joyce Smith, Coordinator
(405) 522-3617

Official Team Day Application Packet

Thank you for considering *Quality Oklahoma* Team Day 2003. The event will be held **Thursday, May 8th** at the State Capitol. The application deadline is **March 31, 2003**. The Office of Personnel Management hosts Team Day to recognize employee initiative, collaboration, and accomplishment. We are excited about this year's event and look forward to receiving your completed application(s).

Agencies may participate by applying for a Governor's Commendation Award or by applying for a Booth-Only Display. Award applicants are **required to display** on Team Day. The Booth-Only Application is offered for agencies that wish to exhibit without applying for an award. You will receive the same booth space as award applicants, but will not be considered in the selection process.

If you are applying for an award, please complete the **Application for Governor's Commendation**. Selection criteria are included in this packet to assist you in the process. Agencies may submit as many different projects as they desire, and it is possible to receive multiple awards! 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 have questions, please contact Joyce Smith at (405) 522-3617 or Tauheedah Raheem at (405) 521-4539. Before mailing your packet, please verify that you have completed the following:

Team Day Check List

- Appropriate application (*Award or Booth-Only*)
- Equipment form (*required for both applications*)
- Contact person's name and information
- Names of your team members
- Short paragraph summary of your project

QUALITY OKLAHOMA TEAM DAY 2003
Guidelines for Governor's Commendation for Quality*

Your application should address at least one of the following categories. Please address all that apply.

- 1) **Customer Service** - e.g., extending service or service accessibility, offering new services or improving an existing one, improving customer satisfaction and appreciation, or opening communication networks
- 2) **Empowering Employees** - e.g., employee development and recognition, sharing in the decision-making process, streamlining organizations, or utilizing teams
- 3) **Cutting Red Tape** - e.g., improving operations, streamlining procedures, or re-engineering processes
- 4) **Resource Management** - e.g., financial impacts, reduced spending, revenue generation, improved utilization of personnel and time, more efficient use of technology/space/facilities
- 5) **Partnering** - e.g., partnerships developed with employee associations, other government agencies, private industries, or communities

Selection Committee's Evaluation Criteria

After reading your application, selection committee members should know the purpose of your project, the process you took to find a solution, the intended outcome and the actual 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 it 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, or Quality tools.
- **Measurable Results**—Discuss outputs and outcomes. Quantify your results as much as possible. Use "Before and after" results. Describe measurements in terms of numbers, percentages, hours worked, amounts of time, number of complaints, etc. Up to two additional pages of charts, diagrams, or graphs may be attached to your application. Explain these visual aids in the body of your application.

Additional information for the *Quality Oklahoma* Team Day 2003 Governor's Commendation Award may be obtained by calling **Joyce Smith at (405) 522-3617** or **Tauheedah Raheem at (405) 521-4539**.

SUBMISSION DEADLINE: March 31, 2003

TEAM DAY EVENT: MAY 8, 2003

***Please note: Award Applicants are REQUIRED to exhibit on Team Day.**

**Quality Oklahoma Team Day 2003
Equipment Needs Form**

This form is required for all participants (Booth-only and Award Applicants).

Project : _____

Contact: _____ PH: _____

E-mail: _____

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 of the exhibit booths have electrical access. If your group will need electricity, circle "yes" in the equipment table, and we will locate you near an outlet. We can only provide one outlet per team.

We cannot supply:

- Tripods
- Table coverings
- Audio or video equipment
- Extension cords
- Power strips
- Telephone jacks

Please feel free to bring your own items to accommodate your needs. State Capitol building codes require *heavy-duty* extension cords.

EQUIPMENT	DETAIL	TOTAL
EXTRA TABLES: <i>(1 provided)</i>	1 + _____	_____
EXTRA CHAIRS: <i>(2 provided)</i>	2 + _____	_____
ELECTRICAL OUTLET: <i>(Circle One)</i>	Yes No	
WE NEED TO LOCATE NEAR: <i>(Please indicate team and project if you must pair with another group)</i>		

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. Your booth location will be waiting for you at the Registration table. We look forward to seeing you there!

Return this form along with your application no later than **Monday, March 31, 2003**, to:

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