



STATE OF OKLAHOMA
OFFICE OF PERSONNEL MANAGEMENT

"Working for Oklahoma"

OPM 07-44

DATE: November 27, 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 black ink, appearing to read "Oscar B. Jackson, Jr.", positioned to the right of the "FROM:" field.

SUBJECT: *Quality Oklahoma Team Day 2008*

"Show-and-Tell"
Quality Oklahoma Team Day 2008

Wouldn't it be nice to have another shot at the "Show-and-Tell" we all looked forward to in elementary school? Here is your chance! The Office of Personnel Management will present *Quality Oklahoma Team Day* on Thursday, May 8, 2008.

Team Day, held in conjunction with Public Service Recognition Week, is your opportunity to show and tell about successful projects accomplished by your agency work teams. You not only share with other state agencies, but you proclaim your accomplishments to a grateful public, as well. 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.

You may choose to apply for a booth-only display or be daring and apply for a *Commendation of Excellence!* Both processes are simple, and there is no cost for participation. This is an excellent opportunity to showcase your employees and your agency's dedication to the state of Oklahoma. Registration information is included and may be reproduced and distributed widely to employees. ***The deadline for receipt of materials is March 28, 2008.***

We know that successful team projects often exceed performance expectations with innovative outcomes. Last year, 47 projects were displayed representing 20 agencies. 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, OPM 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."



Official Team Day 2008 Application Packet

Thank you for considering participation in *Quality Oklahoma* Team Day 2008. 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, 2008, at the State Capitol. ***The registration deadline is March 28, 2008.*** 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 2008.

- 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 28, 2008.** 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 2008 *Commendation for Excellence Award* 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 2008
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**.

EQUIPMENT	DETAIL	TOTAL
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 28, 2008**.

Mail to: **Joyce Smith**
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Oklahoma City, OK 73105

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