

**OPM 00-11**

**DATE:** February 8, 2000

**TO:** All Appointing Authorities

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

**RE:** **Quality Oklahoma Team Day 2000**

**The annual *Quality Oklahoma Team Day* will be May 4, 2000, at the State Capitol from 11:00 a.m. - 2:00 p.m., with team awards presented in the House Chambers at 2:30 p.m.** The enclosed flyer may be used to alert your Human Resource personnel, field offices, and teams so they can begin gathering information for nominations.

Last year, there were 45 exhibits and 26 Quality Team awards presented. Team Day '99 displayed a cost savings nearing \$164 million for the state of Oklahoma. This year the Office of Personnel Management is proud to host Team Day 2000 in May, coinciding with Public Service Recognition Week. This change of date will allow more public visibility for these deserving agency accomplishments. This statewide event is an excellent venue for your agency's initiatives and accomplishments in improving state government. It also offers a great opportunity to recognize your employees' quality efforts.

Please distribute the enclosed flyer and encourage all teams with proven results to participate this year. The flyer may be reproduced for distribution. Nomination forms will be mailed in early February. You may also view the nomination form and information about the *Quality Oklahoma Team Day* nomination process on the OPM website <[www.state.ok.us/~opm/quality.html](http://www.state.ok.us/~opm/quality.html)>.

If you have questions about Team Day 2000 or want to make sure your agency receives nomination forms, please call Larry Fisher at (405) 522-0762 or Joyce Smith at (405) 521-4539.

Thank you for you interest and cooperation.

Enclosure

January 25, 2000

The Honorable Frank Keating  
Governor of Oklahoma  
State Capitol Building  
Governor's Suite, Second Floor  
Oklahoma City, Oklahoma 73105

Dear Governor Keating:

May 4, 2000, is the date selected for *Quality Oklahoma* Team Day. Exhibits from state agencies will be displayed on the first and second floor rotunda from 11a.m. to 2 p.m. At 2:30 p.m., the presentation to recipients of the "Governor's Commendation Awards for Quality" will take place in the House Chambers.

It would be an honor to us and quite fitting for the presentation, if you could attend the Awards Ceremony and make a few remarks about the importance of agencies constantly improving service delivery and being innovative and cost conscious. We would also greatly appreciate it if you agree to make the award presentations to the selected teams and pose for team photographs, afterwards. The Awards Ceremony should not last more than one hour.

Team Day was moved from October to May to allow more exposure for the state agency team displays. The work accomplished by these teams is worthy of the higher visibility. We also selected this date to serve as a statewide activity in conjunction with national Public Service Recognition Week.

We are busily planning Team Day and would appreciate a response from your office regarding your availability as soon as possible. Thank you very much for considering our request. We look forward to working with you in May.

Sincerely,

Joyce Smith  
*Quality Oklahoma* Coordinator

Enclosures

cc: Oscar B. Jackson, Jr., Administrator and Cabinet Secretary of Human Resources

January 31, 2000

**TO:** All Appointing Authorities

**FROM:** Governor Frank Keating

**SUBJECT:** *Quality Oklahoma Team Day 2000*

The annual *Quality Oklahoma* Team Day will be Thursday, May 4, 2000, at the State Capitol on the first and second floor rotunda from 11:00 a.m. -- 2:00 p.m., with a team awards ceremony following in the House Chamber. Last year, 45 state agency teams displayed information about their programs, and 26 Governor's Commendation awards were presented. Team Day '99 displayed a cost savings of nearly \$164 million and presented solid evidence that thousands of Oklahoma citizens were better served by Oklahoma state government.

Team Day is a statewide event, offering an excellent opportunity to recognize valuable employee initiatives. This year the event coincides with Public Service Recognition Week. I encourage your agency to participate. You can nominate a team for "*The Governor's Commendation Award for Quality.*" These are selected as the "best" practices in state government for innovation, quality service delivery, and/or cost savings to the taxpayers of Oklahoma.

To nominate a team or teams, simply complete the enclosed "*Application for Governor's Commendation Award for Quality.*" All applications will be reviewed by a selection committee of employees from various agencies, who have been involved in the state's quality effort. Applicants for a Quality Award are required to exhibit on Team Day.

If your agency decides not to nominate a team for the Quality Award, you still have the opportunity to recognize and "show off" your agency's quality team accomplishments, by reserving an exhibit booth at Team Day 2000. Simply fill out the enclosed "*Application for Booth Reservation.*" Any effort which has resulted in improving state government is worthy of display.

Questions may be directed to Joyce Smith, *Quality Oklahoma* Coordinator, Office of Personnel Management, 2101 N. Lincoln, Oklahoma City, OK 73105, (405) 521-4539.

Enclosures

## **QUALITY OKLAHOMA TEAM DAY 2000 Guidelines for Governor's Commendation for Quality\***

The Governor's Commendation for Team Day 2000 will be based on project accomplishments in one or more of the following categories:

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

### **Evaluation Criteria**

Applications will be evaluated based on the following criteria:

- **Measurable Results**
- **Uniqueness or Originality**
- **Use Quality Oklahoma processes, methods or tools**

As state agencies, we are responsible for upholding high standards. One way to ensure these high standards is through measurement. When completing your application, please remember to use measurement variables whenever available or applicable. The Selection Committee would like to see "before and after" results. These measurements can be described as numbers, percentages, hours worked, amounts of time, etc. Two additional pages using charts, diagrams, or graphs may be attached to your application. Please remember to explain these visual aids fully in the body of your application.

Additional information for the Quality Oklahoma Team Day 2000 Governor's Commendation Award may be obtained by calling **Joyce Smith at (405) 521-4539 or Larry Fisher at (405) 522-0762.**

***\*Please note that Award Applicants are required to exhibit on Team Day.***





## EQUIPMENT NEEDS FOR \_\_\_\_\_

One table and two chairs are automatically provided. If you need more, please indicate the numbers below and your team's additional 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 are unable to supply:

- tripods
- extension cords
- table coverings
- telephone jacks

Feel free to bring your own items to accommodate your team needs. State Capitol building codes require *heavy duty* extension cords. Traditional orange electrical cords are acceptable.

EQUIPMENT	DETAIL
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 on May 4, 2000! We look forward to seeing you there!

Return this form along with your application no later than **Monday, April 10, 2000**, to:

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

**Whereas,** the State of Oklahoma is privileged to have state employees who are dedicated professionals and who provide valuable public services to its citizens; and

**Whereas,** many of these professionals have embraced the concepts of total quality management and, in teams, use the quality processes to examine current operations with a focus on customer service, problem solving, and continuous improvement; and

**Whereas,** the State of Oklahoma has a reported 419 quality teams who have completed projects resulting in over \$186 million total savings (cost savings, loss/cost avoidance and increased revenue) to the Oklahoma taxpayers; and

**Whereas,** May 1-7, 2000, is recognized as *National Public Service Recognition Week*; it is an appropriate time to celebrate state agency team accomplishments;

**Now Therefore,** I, Frank Keating, Governor of the State of Oklahoma, do hereby proclaim May 4, 2000, as

## ***QUALITY OKLAHOMA TEAM DAY 2000***

in the State of Oklahoma. This occasion provides a forum to showcase the outstanding achievements and initiatives of Oklahoma's finest teams.