

OPM 01-17

Date: February 9, 2001
To: All Appointing Authorities
From: Oscar B. Jackson, Jr., Administrator and
Cabinet Secretary of Human Resources
Re: ***Quality Oklahoma Team Day 2001***

Paul Cook, founder and CEO of the Raychem Corporation, said, "The greatest reward an employee can receive is acknowledgement they contributed to make something meaningful happen."

Nominating your agency work team(s) for a Governor's Commendation Award is a wonderful way to show your appreciation and get recognition for your employees. ***Quality Oklahoma Team Day, will be Thursday, May 10, 2001, 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.*** This is an excellent low cost-no cost way to boost employee morale and keep your employees motivated. The event coincides with Public Service Recognition Week.

Last year, 37 teams exhibited and 21 Governor's Commendations and 5 specialty awards were presented. Team Day submission show a cumulative cost savings or revenue generation nearing \$187 million for the state of Oklahoma. This statewide event is an excellent venue for boasting about your agency's initiatives and accomplishments in improving state government.

The deadline for applications is April 2, 2001. The enclosed flyer and application forms may be distributed to your Human Resource personnel, field offices, and teams so they can begin gathering information and proven results for the application process. The flyer and application forms may be reproduced for distribution. You may also download the application form and information about the *Quality Oklahoma Team Day* application process from the OPM website <www.state.ok.us/~opm/hrds/quality/quality.html>.

If you have questions about Team Day 2001, call Joyce Smith at (405) 521-4539 or Larry Fisher at (405) 522-0762. Thank you for you interest and cooperation.

Enclosures

February 9, 2001

TO: All Appointing Authorities

FROM: Governor Frank Keating

SUBJECT: *Quality Oklahoma Team Day 2001*

The annual *Quality Oklahoma* Team Day will be Thursday, May 10, 2001, at the State Capitol on the first and second floor rotunda from 11:00 a.m. – 2:00 p.m., with an awards ceremony following in the House Chamber. Last year, 37 state agency teams displayed information about their programs, and I was pleased to present 21 of them with Governor's Commendation Awards. Team Day 2000 displayed a cost savings of over \$875,000. The cumulative total of reported cost savings and revenue generation is nearly \$187 million. This is solid evidence that thousands of Oklahoma citizens are better served by Oklahoma state government.

Team Day is a statewide event coinciding with National Public Service Recognition Week. It offers an excellent opportunity to recognize valuable employee initiatives. I encourage your agency to participate. You can nominate a team for the *Governor's Commendation 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 comprised of qualified employees from various agencies. Applicants for a Commendation Award are required to exhibit on Team Day.

If your agency decides not to apply for a team Commendation 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. Simply fill out the enclosed *Application for Booth Reservation*. Any effort which has resulted in improving services, saving money, or generating additional revenue is worthy of display.

The deadline for **all** applications is April 2, 2001. 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 Office
State of Oklahoma
Office of Personnel Management
2101 North Lincoln Boulevard
Oklahoma City, OK 73105
Joyce Smith, Coordinator
(405) 521-4539

Official Team Day Application Packet

Thank you for considering *Quality Oklahoma* Team Day 2001. The event will be **Thursday, May 10th** at the State Capitol. The application deadline is **April 2, 2001**. The Office of Personnel Management offers 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 an award-seeker, 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 take home multiple awards! Since we cannot give repeat commendations to 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 at any time.

If you have questions, please contact Joyce Smith at (405) 521-4539 or Allie Brown at (405) 521-6335. 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 2001

Guidelines for Governor's Commendation for Quality*

The Governor's Commendation for Team Day 2001 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.

Selection Committee's Evaluation Criteria

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 Quality Oklahoma processes, methods or tools**—Did you accomplish your goals by using, at least, the QIP or PSP and their tools? Be able to explain the process used.
- **Measurable Results**—Results of the project must be quantified. 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. Up to two additional pages of 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 2001 Governor's Commendation Award may be obtained by calling **Joyce Smith at (405) 521-4539** or **Larry Fisher at (405) 522-0762**.

SUBMISSION DEADLINE: APRIL 2, 2001

TEAM DAY EVENT: MAY 10, 2001

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

v. Please provide a short, typed abstract (in plain English) telling any taxpayer why the reinvention of your particular process, function, or service is a success. Briefly, this narrative should be a synopsis of the application and limited to 125 words, free of acronyms and written in easily understood laymen's terms. This summary will serve as the basis for a news release if your application is approved.

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

**Quality Oklahoma Team Day 2001
Equipment Form (Required)**

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 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
- any audio or video equipment

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: *(1 provided)*

1 + _____

EXTRA CHAIRS: *(2 provided)*

2 + _____

ELECTRICAL OUTLET: *(Circle One)*

Yes

No

WE NEED TO LOCATE NEAR:
*(Please indicate team and project if
you must pair with another group)*

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, April 2, 2001**, to:

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



*Quality
Oklahoma
Team Day 2001*

***May 10th
At the
State Capitol***

*Application Deadline is
April 2, 2001*

**FIND OUT HOW
TO PARTICIPATE**
www.state.ok.us/~opm/quality/quality.html