

2002 President's Quality Award Program

"Government likes to begin things – to declare grand new programs and causes and national objectives. But good beginnings are not the measure of success. What matters in the end is completion. Performance. Results. Not just making promises, but making good on promises. In my Administration, that will be the standard from the farthest regional office of government to the highest office of the land."

Governor George W. Bush

"The President has called for a government that is active but limited, that focuses on priorities and does them well. Rather than pursue an array of management initiatives, we have elected to identify the government's most glaring problems – and solve them. The President's Management Agenda is a starting point for management and reform."

*The President's Management Agenda
Fiscal Year 2002*

PRESIDENTIAL AWARD FOR MANAGEMENT EXCELLENCE

This award will be given to organizations that have shown exemplary performance (approach and results) in any individual area of consideration and have practices that would serve as an excellent role model for other organizations.

The Office of Personnel Management proudly announces the new 2002 President's Quality Award Program. As noted above, President Bush, in his Agenda for 2002, has focused on several priorities. This program will also focus on those priorities and recognize the accomplishments of organizations that further the Administration's objectives. Organizations will be recognized for their **performance** and **results**. They will serve as role models and benchmarks for other organizations to attain similar success – so together we will attain President Bush's vision of a government that is Citizen-centered, Results-oriented, and Market-based.

ELIGIBILITY

To apply to the Award Program, an organization must meet the following conditions:

- ❖ be a part of the executive branch of the Federal Government

AREAS OF CONSIDERATION

- ❖ An organization may apply for consideration under any one - or all - of the five (categories) listed below.
 - Strategic Management of Human Capital, or
 - Competitive Sourcing, or
 - Improved Financial Performance, or
 - Expanded Electronic Government, or
 - Budget and Performance Integration

CRITERIA FOR MANAGEMENT EXCELLENCE

The criteria outlined below are aligned with, and are intended to support, the President's Management Agenda and the Executive Branch Management Scorecard. Award nominations from Federal Government organizations will be evaluated based on the criteria outlined below. Considerable attention will be given to the agency-wide level of success on their management scorecard.

Strategic Management of Human Capital

- (a) Describe your human capital strategies and how they are linked to organizational mission, vision, core values, goals, and objectives.
- (b) Describe how you are using strategic workforce planning, HR flexibilities, technology, and other tools to recruit, retain, and reward employees.
- (c) Describe how you have developed your leadership and organization's culture to support a high-performing workforce that continuously improves its productivity.
- (d) Describe your efforts in identifying the "core competencies" of the organization and how you determined the most effective and efficient way to develop and maintain those core competencies (i.e., building in-house capacity or contract for services).
- (e) What were your results?

Competitive Sourcing

- (a) Describe how you identify activities for potential competitive sourcing.
- (b) Describe how you have promoted continuous improvement within the organization to ensure you have the most efficient organization.
- (c) Describe your timely compliance with the FAIR Act and efforts made to accurately list all commercial activities performed by your employees.
- (d) Describe how your senior leaders promote competition.
- (e) What were your results?

Improved Financial Performance

- (a) Describe your efforts to improve timeliness, usefulness, reliability of, and access to financial management data such as operating expenses, budgets, cost data, erroneous payment rates, inventory, receivables, payables, etc., that support day-to-day operations.
- (b) Describe how your financial management systems have been designed/reengineered to ensure that decision-makers have accurate, timely, and useful information..
- (c) Describe how your financial management information is used to ensure your desired outcomes and affect performance.
- (d) What were your results?

Expanded Electronic Government

- (a) Describe your E-government initiatives that enhance your mission efficiency (i.e., electronic applications, purchases, proposals, etc.) How have these initiatives provided your customers better access, improved customer service, and reduced program costs?
- (b) Describe your web-enhancements that provide convenient customer-oriented access, and provide increased access for persons with disabilities.
- (c) Describe how your organization has realized productivity improvements by implementing customer relationship management, supply chain management, enterprise resource management, or knowledge management best practices.
- (d) What were your results?

Budget and Performance Integration:

- (a) Describe your process for developing performance goals and output targets. How do you allocate resources in the context of past results?
- (b) Describe how your planning and budget staff work with program managers to create an integrated performance plan and budget. How do they monitor and evaluate program implementation?
- (c) Describe your process for ensuring resources (staff and \$) are aligned to support achievement of organizational goals.
- (d) What were your performance and financial results?

EVALUATION GUIDELINES

We will consider the following areas when evaluating your application:

- ❖ **Results** – specific measurements that document success
- ❖ **Impact** on the success of your mission
- ❖ **Value** to your customers – Customer satisfaction
- ❖ **Deployment** – the extent of implementation
- ❖ **Transferability** – the degree to which your process and results can be easily replicated by other Federal Government organizations
- ❖ **Sustainability** – not a quick fix but rather long-term impact

APPLICATION PROCEDURES

Applications must:

- ❖ be narrative responses that clearly respond to each item (bullet) under the category for which you are applying
- ❖ discuss your approach and breadth of deployment
- ❖ have documented results
- ❖ be submitted in one hard copy and in electronic format
- ❖ submitted on 8 ½" x 11" paper, with one inch margins, and in no less than twelve point type
- ❖ be accompanied by a nomination form (if submitting an application under more than one category, complete a nomination form for each)
- ❖ be accompanied by a completed Organization Background

Responses are limited to:

- ❖ no more than ten pages for each nomination plus the nomination form and organization background

Nomination forms will:

- ❖ be signed by the highest ranking official in the applicant organization and
- ❖ be endorsed by the head of the agency/department or their designee.

Mail applications to: Office of Personnel Management
Office of Merit Systems Oversight and Effectiveness
President's Quality Award Program
1900 E Street NW, Room 7470
Washington, DC 20415

Program Point of Contact is: Glenda Haendschke
202-606-1875
gshaends@opm.gov

SELECTION AND RECOGNITION PROCESS

- ❖ Initial application review: August 2002
- ❖ Notification of winners: September 2002
- ❖ Awards ceremony: October 2002

Applications for the 2002 President's Quality Award are due August 5, 2002

Organization Background
"Tell us a Little About Yourself"

What is your mission?

What are your primary strategic goals and objectives?

Who are your primary customers?

What is your primary product or service?

**How many employees do you have in your organization? (List by type of employee
i.e., Federal Government, contractor, etc.)**

NOMINATION FORM

NOMINATION CATEGORY: (Please check one only. A separate nomination form is required for each category nominated)

- | | |
|--|---|
| <input type="checkbox"/> Budget and Performance Integration | <input type="checkbox"/> Competitive Sourcing |
| <input type="checkbox"/> Strategic Management of Human Capital | <input type="checkbox"/> Improved Financial Performance |
| <input type="checkbox"/> Expanded Electronic Government | |

Name of Organization: _____

Parent Agency or Department: _____

Organization Point of Contact:

Name: _____ Title: _____

Mailing Address: _____

Phone Number: _____ E-mail Address: _____

Certification: The senior most person in the applicant organization must sign below:
I certify that, to the best of my knowledge, the information contained in this application is accurate.

Printed name Title

Mailing Address: _____

Signature Date

5. Agency/Department Endorsement:

Printed name Title

Signature Date