2003 President's Quality Award Program
Criteria and Application Information

PRESIDENTIAL AWARD FOR MANAGEMENT EXCELLENCE
2003 Applications Due to OPM by September 5, 2003

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

The Office of Personnel Management proudly announces the 2003 President's Quality Award Program. In his management agenda, President George W. Bush has focused on several Governmentwide priorities for enhancing service to the American people. This award program focuses on those priorities and recognizes 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.

I.   Criteria

AREAS OF CONSIDERATION

❖ An organization may apply for consideration under any one or all of the five initiatives listed below, which we use as the categories for this program:

➢ Strategic Management of Human Capital;

➢ Competitive Sourcing;

➢ Improved Financial Performance;

➢ 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) Describe how your human capital strategies and initiatives are supporting your agency's work on the other four government-wide management initiatives.

(f) 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) Describe how your competitive sourcing initiatives are supporting your agency's work on the other four government-wide initiatives.

(f) 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) Describe how your improved financial performance is supporting your agency's work on the other four government-wide management initiatives.
(e) 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) Describe how your e-Government initiatives are supporting your agency's work on the other four government-wide management initiatives.
(e) 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) Describe how your improved budget and performance integration is supporting your agency's work on the other four government-wide management initiatives.
(e) 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
- ❖ *Integration* – the degree to which your process is integrated with other PMA initiatives and internal management systems
- ❖ *Transferability* – the degree to which your process and results can be replicated by other Federal Government organizations
- ❖ *Sustainability* – not a quick fix but rather long-term impact

II.   Application Information

To qualify for the Award Program, an agency submission must meet the following conditions:

General Eligibility

➢ The submission must come from an agency that is part of the Executive Branch of the Federal Government.

➢ The submission must cover an entire function, not just a branch or division. For example, if an IT solution is being phased in but does not yet cover all the divisions in a bureau, it is not eligible.

➢ In the case of an interagency project that affects a number of agencies, the submission must come from the agency with lead responsibility.

Future Eligibility of Previous Award Recipients

➢ Previous winners of the Presidential Award for Management Excellence may not apply again for 2 years, and only then if there has been significant change in terms of development and extension of the project. For example, the 2002 award winners may not apply again until award year 2005.

➢ Award finalists may apply again at any time

Agency Nomination Limitations

➢ Applications are limited to a maximum of five applications per cabinet department and executive agency.

➢ The Department of Defense may submit a total of 20 applications for all their military departments and other Defense agencies.

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;
- ❖ indicate if the project (or process) has been adopted by other organizations;
- ❖ have <u>documented</u> results;
- ❖ be submitted in four hard copies and in electronic format on disk or CD-ROM (submitted with the hard copies);
- ❖ be submitted on 8 ½" x 11" paper, with 1-inch margins and in no less than 12-point type;
- ❖ be accompanied by a nomination form (if submitting an application under more than one category, complete a nomination form for each); and
- ❖ be accompanied by a completed "Organization Background" form no longer than two pages.

Responses are limited to:

- ❖ no more than 10 pages for each nomination plus the Nomination Form and Organization Background Form. No additional attachments or supporting documents exceeding the 10-page limit will be accepted.

Nomination forms must:

- ❖ be signed to certify accuracy of submission by the highest ranking official in the project organization; and
- ❖ be signed and submitted by the head of the agency or his or her designee.

Mail applications to: Office of Personnel Management
President's Quality Award Program
1900 E Street NW, Room 5H36
Washington, DC 20415

Program Point of Contact is: Charles Kawecki
202-606-1474
cckaweck@opm.gov

SELECTION AND RECOGNITION PROCESS

- ❖ Initial application review: September 2003
- ❖ Notification of winners: November 2003
- ❖ Awards ceremony: December 2003

Applications for the 2003 President's Quality Award are due by September 5, 2003.

Organization Background
"Tell us a Little About Yourself"
(Maximum of 2 pages)

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)

___	Strategic Management of Human Capital	___ Competitive Sourcing
___	Budget and Performance Integration	___ Improved Financial Performance
___	Expanded Electronic Government	

1. **Name of Organization (responsible for the project/initiative/process being submitted)**:

    _____

2. **Name of Parent Department or Agency** *(i.e., Department of Labor, Department of Defense, Environmental Protection Agency, etc.)***:**

    _____

3. **Department/Agency Point of Contact:**

    Name: _____ Title: _____

    Mailing Address: _____
    _____

    Phone Number: _____ E-mail Address: _____

4. **Certification by Responsible Organization:** The person most senior in the organization responsible for the project 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: _____
    _____

    Phone Number: _____ E-mail Address: _____

    _____ _____
    Signature   Date

5. Head of the Department/Agency:

_____   _____
Printed name   Title

_____   _____
Signature   Date