

July 10, 2003

MEMORANDUM FOR HEADS OF DEPARTMENTS AND AGENCIES

FROM: KAY COLES JAMES
Director

SUBJECT: President's Quality Award Program

It is my pleasure to announce the call for applications for the 2003 President's Quality Award Program. Nominations for this award are due to OPM by September 5, 2003. The specific award criteria and application instructions are available electronically at www.opm.gov/pqa.

We redesigned the President's Quality Award Program last year to recognize those organizations and projects that stand out in implementing the objectives of the President's Management Agenda (PMA). The responses to this change were impressive and encouraging, with 23 agencies submitting over 100 applications.

In this year's program, we intend to build on the fine start made last year. We expect to see more agencies submitting applications and projects that are further along in terms of their development, implementation and expansion. Even more so than last year, we will be looking very hard at **results** in evaluating the projects. As the President has said, "What matters in the end is completion, performance, results," and this year, it will be the **results** that will determine the winners. Finally, we will also be looking at the degree to which submitted projects are integrated with other Governmentwide PMA initiatives. As outlined in the President's 2004 budget, these initiatives are intended to be mutually reinforcing and will ultimately be much more successful if they can build on each other's improvements.

Specific changes made in administering this year's program include:

- Limiting the number of applications each department/agency can submit to five applications per department or agency. The Department of Defense (representing all military departments and other Defense agencies) may submit a total of 20 applications. Our expectation is that each department/agency will thoroughly review its proposed submissions prior to sending them to OPM for consideration; and

- Requiring that applications be submitted only from the Office of the Secretary (or equivalent).

Participation in this program provides you an opportunity to highlight the significant strides the people in your organization have made in support of the PMA. By promoting this program throughout your agency, your agency will benefit from sharing the best practices and will also enhance the improvement efforts of all Federal Government organizations.

I look forward to sharing in the recognition of talented people doing extraordinary things to make our Government one that is results-oriented, citizen-centered, and market-based.