

MISSOURI  
TEAM  
QUALITY  
AWARD

2006 Judges Training



Excellence in Missouri Foundation

# Introductions

- ✓ Name
- ✓ Organization
- ✓ Briefly describe a team activity that was:
  - ✓ Funny or
  - ✓ Disastrous or
  - ✓ Astonishing or
  - ✓ A great learning experience



# Objectives

- ✓ Build an understanding of process changes
- ✓ Re-emphasize key aspects of the Standards
- ✓ Develop an understanding of the deliverables



# PURPOSE OF THE MTQA:

- ✓ To provide a framework for guiding the initiation and performance of teams
- ✓ To recognize teams that have demonstrated role model processes to reach their improvement goals



# Award Cycle for Judges

Review and Score Written Applications April 27—May 12, 2006



Selection for Oral Presentations - Consensus Call – May 16, 2006



Judges and Coordinators Prepare Feedback Reports for Teams NOT  
Advancing to the Final Oral Presentations  
May 16—May 30, 2006



Final Oral Presentations—Recipients Selected (if any)  
June 14—16, 2006 (likely June 14<sup>th</sup> & 15<sup>th</sup> only—dependent upon # of teams that advance to finals)



Judges and Coordinators Prepare Feedback Reports for Teams NOT  
Receiving the MTQA  
June 14—30, 2006

# The Process



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# Key Improvement for 2006

- ✓ Eliminated MTQA regions and regional competitions. All teams apply on a statewide level. This eliminates the restriction of a maximum of two teams advancing to the finals from any region.

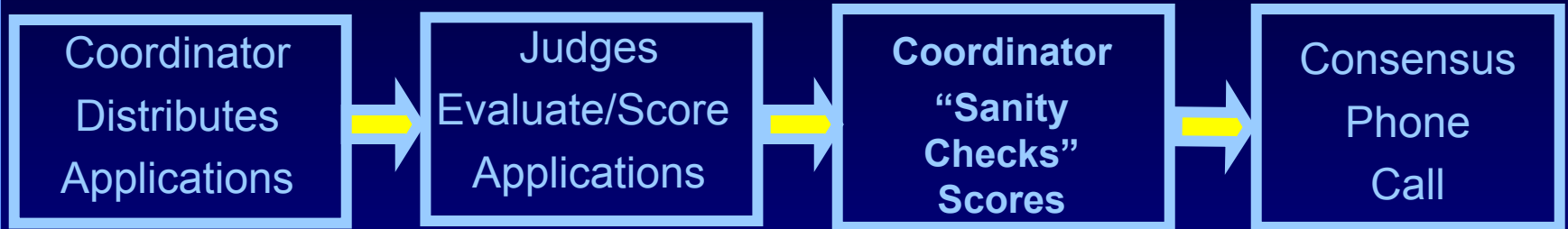


# General Ground Rules

- ✓ Each application will be reviewed by at least three judges
- ✓ Judges employed by applicant organizations will not participate in the review or scoring of that application. Likewise, they will not participate in discussions about that team when award recipients are selected.
- ✓ Judges will not participate in review, scoring or discussions if there are other conflicts of interest
- ✓ All applications and scoring are CONFIDENTIAL



# Round 1



# MTQA Process Round 1

- ✓ On receipt of applications, *open immediately!!!* Verify no conflict-of-interest exists, and sign/return form.
- ✓ Judges individually evaluate assigned applications (Pg 5 of JHB)
  - ✓ Record comments: be sure to note STRENGTHS as well as Opportunities for Improvement. Write enough for Lead Judge to read and understand.
  - ✓ Score each Item with a Standard (the 1's, 2's, 3's, etc.)
  - ✓ Record your scores on the Scoresheet
- ✓ Submit the completed Scoresheet to the Coordinator



# MTQA Process Round 1

- ✓ Coordinator compiles scores and sends results to all judges.
- ✓ Judges review the results
  - ✓ Be ready to discuss your findings
  - ✓ Be ready to discuss scoring
- ✓ Coordinator sets up conference call. (about 1 hr)
- ✓ Coordinator will indicate those applications where all judges agree is a potential role model and those that are not. These will not be discussed during consensus.
- ✓ Lead judge conducts discussion on assigned application.
- ✓ Judges come to consensus on those applications moving forward to the Orals.



# Ground Rules - Round 1

- ✓ Meet deadlines
- ✓ Scores may be to a half-point
- ✓ Give benefit-of-doubt
- ✓ Review “Sanity Check” combined judges scores material before the consensus call
- ✓ Be ready to justify your scores during the conference call
- ✓ Everyone has a voice in the conference call
- ✓ No more than 8 teams will be selected for Orals (Round 2)

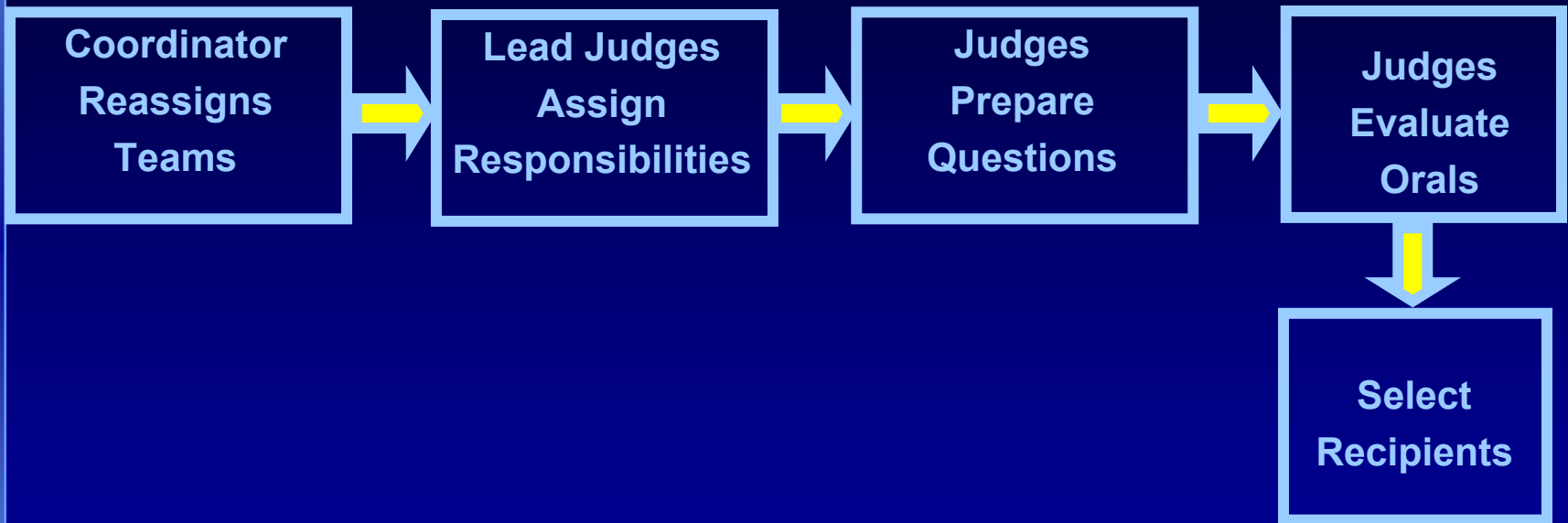


# Lessons Learned - Round 1

- ✓ What were some of your lessons learned?



# Round 2



# Time for Orals

Time	Event
20 min.	Judges Discuss Team
45 min.	Team Presentation
15 min.	Judges Confer
20 min.	Judges Question Team
20 min.	Judges Evaluate



# MTQA Process Round 2

- ✓ Lead Judges Assign Standard Responsibilities
- ✓ Judges Develop 2 - 4 questions per assigned Standard
  - ✓ Clarify and Verify
- ✓ Lead Judge and Team Discuss Questions during Opening Oral Discussion period
  - ✓ Other Judges can also suggest questions



# MTQA Process Round 2

- ✓ State Judges hear Oral Presentations by Finalist teams
  - ✓ All teams invited to attend oral presentations; open to the public
- ✓ After each presentation, Judges develop individual scores and make notes on what they heard. (10 min) and discuss what they heard (10 min)
- ✓ At the end of day 1, Judges discuss all applicants heard
- ✓ Repeat process day 2
- ✓ Select Award Recipients



# Ground Rules - Round 2

- ✓ Lead Judges will assign question areas, but others can chime in
- ✓ All judges (except those with conflicts) evaluate each team
- ✓ Adhere to the schedule
- ✓ Teams will be rescored
- ✓ There is no limit on number selected as recipients



# Lessons Learned - Round 2

- ✓ What were some of your lessons learned?



# Feedback Reports

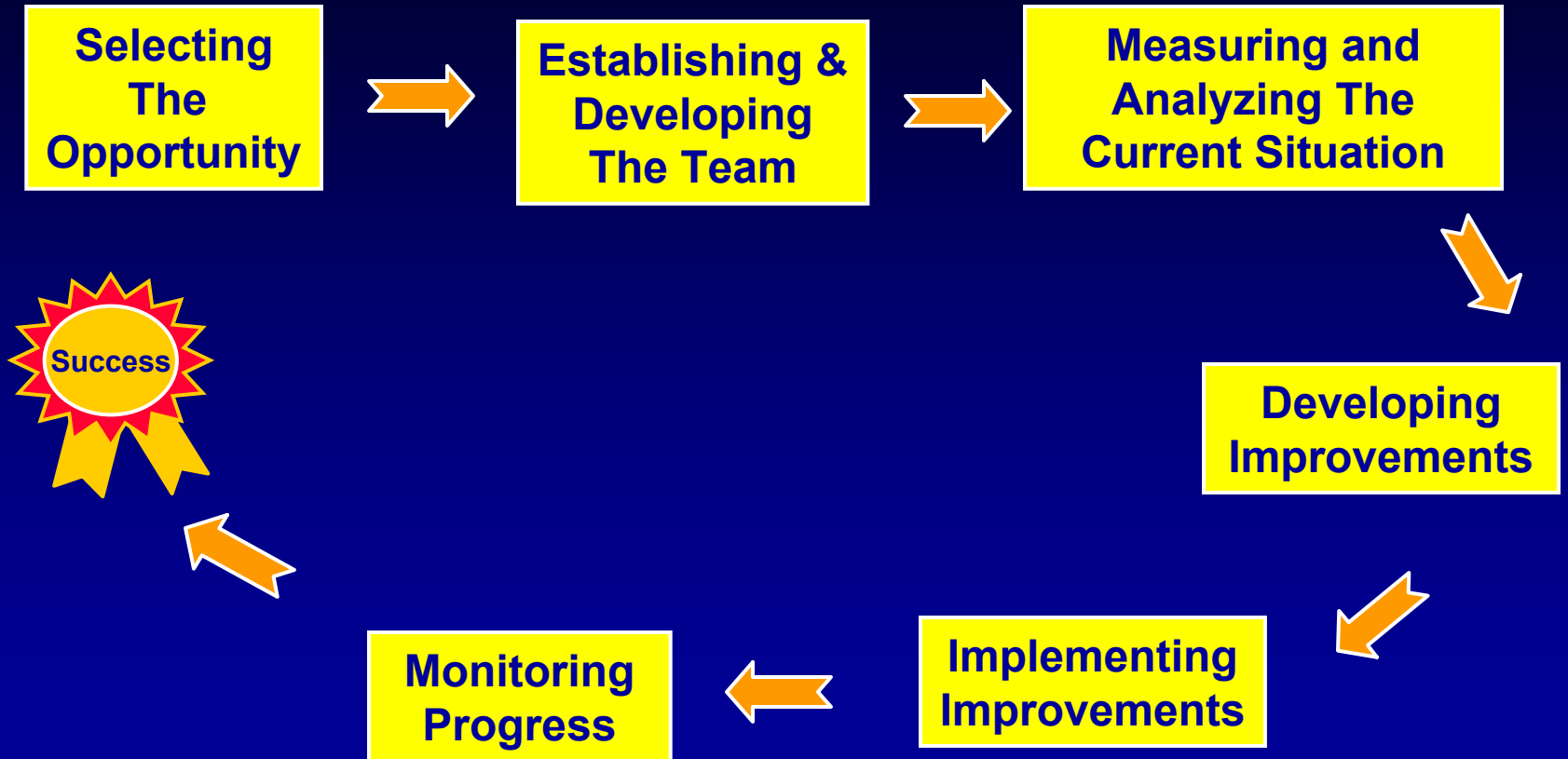
- ✓ A summary feedback report of the Judges' findings goes to all teams that are not award recipients
- ✓ It is important for Judges to remember to include **BOTH STRENGTHS and OPPORTUNITIES FOR IMPROVEMENT** in their feedback comments. Teams need to know what they are doing well, along with “next steps” that would make their team process more effective
- ✓ Lead Judges should coordinate and review with other judges to compile and draft feedback comments within 1 week after a team is eliminated from the process and submit them to the MTQA Coordinator



# 2006 MTQA Award Cycle

Applications Due to Award Office	April 24, 2006
Judge's Training & Application Distribution	April 27, 2006
Round 1 – Evaluation/Scoring Written Applications	April 27—May 12, 2006
Applicants Notified of Status by MTQA Coordinator	May 16, 2006
Round 2 – Finalist Team Oral Presentations (Jefferson City, MO)	June 14—16, 2006
MTQA Finalist Teams Notified of Status	June 19, 2006
Awards Presentation Banquet at Excellence in Missouri Conference	November 16, 2006

# EVALUATION STANDARDS



# SCORING GUIDELINES

## Score    Meaning

- 1    Did not address or totally missed intent of the Standards
- 2    Provided anecdotal or limited information, but did not address major portion of the Team Standards
- 3    The major intent of the Team Standards was addressed, but the response was not particularly strong
- 4    The response fully met the Team Standards and typifies activities of a better than average team
- 5    Excellent team activities which significantly exceeded expectations



# 1. Selecting the Opportunity (Pg 8 JHB)

- 1.1 How and why was this opportunity selected? How does the opportunity support achievement of your organization's objectives?
- 1.2 What are the objectives of the selected opportunity?
- 1.3 Who are the stakeholders of the opportunity?



# Standard 1—Key Elements

- ✓ Management has systematic process for establishing teams
- ✓ Clear & measurable targets/goals/ objectives defined
- ✓ Scope clearly defined
- ✓ Key stakeholders and their requirements identified along with their role in the opportunity



## 2. Establishing & Developing the Team (pg. 10 JHB)

2.1 How was the team was formed?

2.2 What were the roles and responsibilities of team members?

2.3 How was team cohesiveness achieved?



# Standard 2—Key Elements

- ✓ The process yields the right people with the right skills, knowledge, experience, and time to devote to the opportunity
- ✓ Both individual roles and interaction roles defined
- ✓ Process used for deciding how to work and to assess team



# 3. Measuring and Analyzing the Current Situation (pg. 12 JHB)

- 3.1 What approach was used to determine what data/information the team would collect to ensure understanding of the current situation?
- 3.2 How did the team gather data, and how was it summarized?
- 3.3 What analysis techniques were used to understand the existing situation?
- 3.4 What activities or tasks did the team determine to have the greatest influence on the process or operation?



# Standard 3—Key Elements

- ✓ Systematic process used to understand who does what in what sequence
- ✓ Systematic process used to go about collecting data and information in order to understand performance
- ✓ Appropriate tools and techniques used to translate data to useful information
- ✓ A systematic design process used



# 4. Developing Improvements (pg. 14 JHB)

- 4.1 How did the team developed alternatives or potential solutions?
- 4.2 What process did the team use to determine the **best** alternative or solution?
- 4.3 Explain the process for development of the chosen solution.



# Standard 4—Key Elements

- ✓ Alternative ways to implement explored
- ✓ Widespread buy-in of plan
- ✓ Measures to understand how well implementation is going established
- ✓ Measures to understand performance after the change established
- ✓ Change widely communicated
- ✓ A systematic design process used



## 5. Implementing Improvements (pg. 16 JHB)

- 5.1 How was the action plan developed to implement the alternative or solution?
- 5.2 How did the team obtain agreement from stakeholders and how did it share information with them?
- 5.3 How is/will progress of the implementation be monitored?



# Standard 5—Key Elements

- ✓ Alternative ways to implement explored
- ✓ Widespread buy-in of plan
- ✓ Measures to understand how well implementation is going established
- ✓ Measures to understand performance after the change established
- ✓ Change widely communicated



# 6. Monitoring Progress (pg. 18 JHB)

- 6.1 What are the anticipated/actual results that have been achieved by the team's actions?
- 6.2 What ongoing communication is the team conducting with stakeholders?
- 6.3 How are/will overall improvement efforts (be) incorporated into ongoing activities?
- 6.4 How will "lessons learned" used by the organization for use by future teams?



# Standard 6–Key Elements

- ✓ Results identified, if available
- ✓ If results are not available, indicators of success outlined
- ✓ Stakeholders kept appraised
- ✓ Next Steps Identified
- ✓ Team Lessons Learned Identified



The Excellence in Missouri Foundation extends its sincere appreciation to the MTQA judges who volunteer their time to evaluate, select, and recognize outstanding team performance in Missouri organizations. This would not be successful without your dedication and support!



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