

## **Gold (Project Award)**

Based on the former RIT/USA Today Quality Cup Team Award

### **PURPOSE:**

The Mid-South Quality and Productivity Center presents a Regional Quality Cup Award which is aligned with the Baldrige Award Criteria and the former RIT/USA Today Quality Cup Award. This award honors individual teams (six categories) that make exceptional contributions to their employers' quality improvement programs. The winning teams serve as regional and national role models, encouraging others to accept principles and practices that lead to continuous improvement and customer satisfaction. The accomplishments of the 2020 Quality Cup winning teams will be recounted in an issue of The Chamber E-newsletter.

### **STEPS IN THE AWARD PROCESS:**

Fill out the Application Form (March 15, 2020 deadline)

Submit form with \$300.00 nomination fee (\$350.00 for non-members of the Greater Memphis Chamber).

The regional application will be judged by MSQPC--The Quality Center Staff and Baldrige-trained examiners

Regional winners will receive the Quality Cup Award and media coverage.

### **WHO IS ELIGIBLE?**

Awards are made to individual teams in each of six categories:

Educational institutions

Government units and agencies

Health care organizations

Manufacturing firms

Service firms

Small businesses

Both U.S. and foreign firms and organizations may nominate teams so long as the team members are employed in the United States and are members of the Greater Memphis Chamber. Multiple applications are allowed.

## HOW TO APPLY? (Application Form)

Applications should be made in recognition of exemplary customer service or for exceptionally valuable improvements in a system or process for achieving customer satisfaction. A fully completed official application form (or photocopy) along with 3 copies (4 copies total) including supporting documentation, must be submitted for each application.

The application form asks for responses to specific questions. Each of the questions specifies a desired length for the response. Responses that exceed the specified length will be considered by the judges, but will be penalized. Responses must be typed, single-spaced on standard 8 1/2 x 11 inch paper. Additional supporting documentation must also be typed or reproduced on standard 8 1/2 x 11 inch paper and must comprise no more than six pages.

The application must be signed by an officer or executive of the applying organization whose span of authority includes the team being applied.

An organization may apply for more than one team, but only one team per application form. Each original application along with three copies must be accompanied by a \$300.00/\$350.00 application fee, payable to:

**Dr. Donald Fisher**

**MSQPC—The Quality Center,**

**22 North Front, Suite 200**

**Memphis, TN 38103.**

\*Each original and copy should be stapled in the upper left-hand corner – no binders or sheet protectors please.\*

### **SUMMARY: A NOMINATION CONSISTS OF:**

The fully completed application form, and three copies including supporting documentation, properly signed, and each stapled in the left-hand corner.

No more than one team per application form

Responses to the application form's questions typed on standard 8 ½ x 11 inch paper.

No more than six additional pages of documentation typed or reproduced on standard 8½ x 11 inch paper.

A \$300.00/\$350.00 application fee payable to MSQPC - The Quality Center, 22 North Front, Suite 200, Memphis, TN 38103.

**JUDGING:**

Regional judging is administered by MSQPC - The Quality Center staff (Dr. Donald Fisher, MSQPC Executive Director/CEO, was a member of the National RIT/USA Today Panel of Judges). Judges include quality experts from consulting industry and universities. In the first round of judging, each application is read and scored by a pair of Baldrige-trained judges. Consensus is reached by an additional panel of Baldrige-trained judges.

**FEEDBACK:**

Applicants will be provided with the judges' comments for each of the judging criteria, but without commentary or explanation. Decisions of the judges are final.

**DEADLINE:**

Applications must be received by **March 15, 2020** Please contact Dr. Donald Fisher, 901-543-3551, for additional information. When completed, send applications and payment to:

Dr. Donald Fisher  
MSQPC - The Quality Center  
22 North Front Street Suite 200, Memphis, TN 38103

## Quality Cup Nomination Form - Gold

(Based on the former RIT/USA Today Quality Cup Award and Baldrige Criteria.)

Before completing this application form, please read through the entire form.

Note the instructions and follow them carefully.

No applications will be accepted without the \$300.00/\$350.00 (non-GMC members) fee or after the March 15, 2020 deadline.

Please type or print:

1. Name of the team you are nominating: \_\_\_\_\_

2. Name of the organization submitting the nomination: \_\_\_\_\_

3. Person who can respond to questions about this nomination:

Name (typed or printed): \_\_\_\_\_ Title: \_\_\_\_\_

Company: \_\_\_\_\_ Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ FAX: \_\_\_\_\_ Email: \_\_\_\_\_

4. Nomination Category: Check the category in which the nomination is submitted. The category is determined by the principal activity of the organization that employs the nominees.

\_\_\_\_\_ a. Education: All educational institutions, including K through 12, two and four year colleges, universities, and technical institutes. Not-for-profit, government operated, and proprietary institutions are all eligible.

\_\_\_\_\_ b. Government: All units of federal, state and regional government. It does not include for-profit firms devoted to providing services or manufactured goods to government units.

\_\_\_\_\_ c. Health Care Organizations: All providers of health care, including, but not limited to, hospitals, nursing homes, HMOs, and health care practices. Not-for-profit, government operated, and proprietary organizations are all eligible.

\_\_\_\_\_ d. Manufacturing Industry: All for-profit manufacturing firms with more than 500 employees. Subsidiary service firms, wholly owned by manufacturing firms and offering services to external customers, should be submitted in the service category.

\_\_\_\_\_ e. Service Industry: All for-profit services with over 500 employees. Subsidiary manufacturing firms, wholly owned by service firms and offering manufactured products to external customers, should be submitted in the manufacturing category.

\_\_\_\_\_ f. Small Business: All for-profit manufacturing and service firms with 500 or fewer employees. In counting the number of employees, include those employed by any parent company and all divisions and subsidiaries.

\*To help us verify the category you have chosen, please describe briefly the products/services offered by your organization.\*

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The sponsors reserve the right to reclassify the nomination if doing so will place it in competition with a significant group of similar nominations. Dr. Donald Fisher, (901) 543-3551, can help if you are uncertain about which category to check.

5. Total team members:

List the names and job titles of the team members, starting with the team leader. A team may include members who are not employed by the applying organization, such as employees of a supplier or customer. Use an additional sheet of paper, if necessary, to list them all.

Name Job Title

Name	Job Title

In answering questions 6, 7, 8 and 9, please:

OBSERVE THE WORD LIMITS

PROVIDE A WORD COUNT FOLLOWING EACH RESPONSE

These are included in the criteria the judges consider. Additional exhibits, amounting to as many as six 8 ½ x 11 pages, may be used to supply supporting statistical evidence in tabular or graphic form. It is expected that statements made in response to these questions are verifiable and that applicants will be prepared to provide verification if it is requested.

6. Brief description: In no more than four hundred words, summarize the quality improvement for which this team is being nominated.

7. Process (400 Points): In no more than four hundred words, describe the process that led to the quality improvement. In scoring this section, judges consider the appropriateness of team composition and its empowerment, the appropriate employment of quality tools, customer-driven goals, the role of leadership, reproducibility of the quality improvement process, and commitment to continuous improvement.
8. Measurement (200 Points): In no more than two hundred words, describe the data and the method of analysis you used to measure the magnitude of improvement, and explain your choice of data and method. The judges will consider the relevance of the data and the appropriateness of the method of analysis. They will not expect more complexity than required for good measurement.
9. Result (400 Points): In no more than four hundred words, describe the improvement, its impact on the organization, the customers who benefit, and the magnitude of the benefit.
10. Briefly, is there anything else we should know about this team?
11. Release: Quality Cup nominations provide valuable illustrations of processes for achieving and measuring quality, continuous improvement, and customer satisfaction. Please indicate whether you are willing to allow such use of your nomination.
  - \_\_\_\_\_ a. Information in the nomination may be used for the purpose of teaching and research.
  - \_\_\_\_\_ b. Information in the nomination may be used for the purpose of teaching and research, but only after I have had an opportunity to review the use to which it will be put.
  - \_\_\_\_\_ c. Information in the nomination may not be used for teaching or research.

12. Signature of an officer or executive whose span of authority includes the applicant.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (typed or printed): \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Fax number: \_\_\_\_\_ E-mail  
address: \_\_\_\_\_

Mail the signed original, along with three copies, and the \$300.00 application fee, payable to MSQPC - The Quality Center.

Dr. Donald C. Fisher

Executive Director/CEO

MSQPC - The Quality Center

22 North Front, Suite 200

Memphis, TN 38103