



ASQ International Team Excellence Awards and the CCE California Team Excellence Awards



**California Council for Excellence
Baldrige & ASQ ITEA
Authorized Awards Programs
Web Site: caexcellence.org
PH: 858-486-0400**



About ASQ ITEA

- **ASQ's International Team Excellence Award process is the world's premier team recognition program—awarding teams from companies large and small for their achievements in improving business performance.**
- **Since 1985, more than 1,150 teams worldwide have participated in this leading process, saving their companies and organizations millions by creating efficiencies and reducing waste.**
- **Teams from Argentina, Germany, Japan, South Korea, Thailand, United Arab Emirates, United States, and many more have been recognized and celebrated for epitomizing the use of quality concepts, technology, and tools to improve themselves and their world!**



Help your company achieve...

- Customer Satisfaction
- Innovation
- Profitability
- Increased Employee Motivation
- Teamwork



Why Your Team Should Participate in ITEA

- **Learn** – Study other teams and benchmark your team’s efforts.
- **Share** – Showcase and gain recognition for your organization’s continuous improvement process.
- **Benchmark** – See how your team measures up against the best of the best in quality processes from around the world!
- **Recognition** – Promote employee recognition and motivate staff to embrace quality practices throughout your organization.



ITEA Timeline

- **September 7, 2015**
Team entry materials and entry fee due.
- **December 7, 2015**
Qualified teams (from the preliminary-round entry process) are notified of selection for the final round.
- **December 21, 2015**
Teams confirm their participation to present live at ASQ's World Conference on Quality and Improvement.
- **January 25, 2016**
Teams receive scoresheet and feedback report from ASQ.
- **March 2016**
Teams complete online registration form. The registration fees per presenter is \$699 (early bird rate ending March 25, 2016) and \$799 (regular rate starting March 26, 2016).
- **May 15, 2016**
Team rehearsals and briefing at ASQ's World Conference on Quality and Improvement, Milwaukee, Wisconsin, USA.
- **May 16-17, 2016**
Live presentations, recognition, benchmarking, learning, and sharing best practices at ASQ's World Conference on Quality and Improvement (final round), Milwaukee, Wisconsin, USA.
- **May 18, 2016**
International Team Excellence Award recipients recognized at ASQ's World Conference on Quality and Improvement.
- **June 2016**
Final-round scores and feedback reports emailed to teams.



ITEA Criteria Sections

Section 1: Project and Team Selection

Section 2: Current Situation and Root Cause/Improvement Opportunity Analysis

Section 3: Solution/Improvement Development

Section 4: Implementation and Results Verification

Section 5: Sustaining and Communicating Results

Section 6: Overall Presentation



Criteria Section, Item & Item Question

Item Number	1.0.0			
	Section 1: Project and Team Selection ← Section Heading			
Section Introduction	<p><i>The <u>Project and Team Selection</u> phase recognizes the fundamental importance of identifying projects that can provide a significant benefit to the company and then enabling those projects to succeed through effective preparation and staffing of a project team. Teams assigned to a project must understand the “why” of the project: who felt the project was important, what is the context or environment within an organization that made the project important, and what specific gaps or opportunities the organization needs to have addressed. The team members must be selected from those who have both a “stake” in the outcome of the project and the ability to help the project succeed. If required, the organization must be willing to add other team members with needed skills or knowledge and then prepare the entire group to function as a team.</i></p>			
Subsection Heading	3.2.0	Final Solutions or Improvements	Clarifying Questions	
Criterion	3.2.5	<p>Once the team has validated their proposed solution(s) or improvement(s), and has gathered information on any additional project benefits, it is time for the....</p> <p><i>NOTE: In order to do a proper justification, the team should have some basic.... This is a necessary part of justification, but should not be confused with implementation planning.</i></p>	1	What data were generated and how was the data analyzed to justify why the chosen final solution(s)/improvement(s) should be implemented?
			2	What evidence showed that justification was performed prior to implementation?

Question Numbers (for reference)



Criteria Scoring

Scoring Definitions

Base Score: Scored at the question level, this is the initial score indicating whether or not the team's response to the Clarifying Questions addressed the criteria.



Base Score Values:

Addressed = 1

Not Addressed = 0

Exceeds Score: Scored at the question level, but the value of an 'Exceeds' rolls up at the criterion level. Exceeds value is based on a combination of the number of questions scored as 'Addressed' and the number of questions that are scored as 'Exceeds'.



Exceeds Score Values:

Minimum value of an Exceeds = 0

Maximum value of an Exceeds = 1.5 times the Criterion Base Score



Section 1: Project and Team Selection

- *The Project and Team Selection phase recognizes the fundamental importance of identifying projects that can provide a significant benefit to the company and then enabling those projects to succeed through effective preparation and staffing of a project team.*



Section 2: Current Situation and Root Cause/Improvement Opportunity Analysis

- ***The Current Situation and Root Cause/Improvement Opportunity Analysis phase of the project requires that the team take personal ownership of the project goals and then clearly identify the obstacles that will need to be overcome (either root causes of a problem or requirements for an opportunity).***



Section 3: Solution/Improvement Development

- *The Solution/Improvement Development phase of the project mirrors the prior phase in that the team should start out with a broad range of potential solutions or improvements and then come up with a final choice for implementation.*



Section 4: Implementation and Results Verification

- *Once a team has justified the project implementation, they are ready to begin the Implementation and Results Verification phase.*



Section 5: Sustaining and Communicating Results

- *Sustaining and Communicating Results is a natural extension of the Implementation and Results Verification phase of the project.*



Section 6: Overall Presentation

- ***Overall Presentation is not a project phase, but rather a collection of key points for the team to consider in telling its story.***



California Council for Excellence's
California Team Excellence Award
an
ASQ ITEA Authorized Showcase

Web Site: caexcellence.org
PH: 858-486-0400



About California Council Excellence

- **The Mission of the California Council for Excellence is to help California's private and public sector organizations achieve world-class results through the principles and criteria of the Malcolm Baldrige Award for Performance Excellence and ASQ Internal Team Excellence Award.**



About CTEA

- **The California Team Excellence Awards (CTEA) is an ASQ ITEA authorized team showcase program. The focus of the program is to encourage the formation of work teams, foster their ability to perform systematic continuous process improvement, and formally recognize companies and organizations for their teams' accomplishments.**
- **This dynamic program is administered by the California Council for Excellence, a non-profit educational foundation through volunteers of the California Team Excellence Awards (CTEA) Council in collaboration with organizations dedicated to the growth of work teams in California.**



CCE CTEA Showcase Timeline

The program supports two levels of criteria for problem solving and process improvement teams where organizations can participate in recognition for their team project efforts.

The first is the “Team Trailblazer Recognition”

- Recognition for organizations and teams just starting out using teams for problem solving or process improvement. It is based on simple criteria with items in six categories that address team project work process and results.

Timeline

- **Any Time**
Applications can be submitted any time of the year.
- **Judging**
Presentations are assessed by two seasoned judges.
- **Feedback**
Feedback reports emailed ninety days after they are submitted.
- **March 2016**
California Team Excellence Award recipients recognized at the California Council for Excellence Awards & Conference.
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The second is the “Team 49er Award”

- Gold, Silver and Bronze leveling to recognize those teams that use the multi-level American Society for Quality (ASQ) International Team Excellence Award (ITEA) Criteria for complex project work. CTEA is an authorized showcase of the ASQ ITEA program which means the top scoring “Team 49er Award” recipient each year has an automatic space to compete at the international level.

Time Line

- **September 1**
Team entry materials and entry fee due.
- **October 1-15**
Live presentations in Los Angeles, Sacramento & San Diego locations.
- **December 15**
Scores and feedback reports emailed to teams.
- **March 2016**
California Team Excellence Award recipients recognized at the California Council for Excellence Awards & Conference.



CTEA Criteria Section, Item & Item Question

Item Number							
1.0.0	Section 1: Project and Team Selection ← Section Heading						
Section Introduction	<p><i>The <u>Project and Team Selection</u> phase recognizes the fundamental importance of identifying projects that can provide a significant benefit to the company and then enabling those projects to succeed through effective preparation and staffing of a project team. Teams assigned to a project must understand the “why” of the project: who felt the project was important, what is the context or environment within an organization that made the project important, and what specific gaps or opportunities the organization needs to have addressed. The team members must be selected from those who have both a “stake” in the outcome of the project and the ability to help the project succeed. If required, the organization must be willing to add other team members with needed skills or knowledge and then prepare the entire group to function as a team.</i></p>						
Subsection Heading	3.2.0	Final Solutions or Improvements	Clarifying Questions				
Criterion	3.2.5	<p>Once the team has validated their proposed solution(s) or improvement(s), and has gathered information on any additional project benefits, it is time for the....</p> <p><i>NOTE: In order to do a proper justification, the team should have some basic.... This is a necessary part of justification, but should not be confused with implementation planning.</i></p>	<p style="text-align: center;">“Team Trailblazer Recognition” Criteria</p> <p style="text-align: center;">“Team 49er Award” Criteria</p> <p style="text-align: center;">Clarifying Questions</p> <table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">1</td> <td>What data were generated and how was the data analyzed to justify why the chosen final solution(s)/improvement(s) should be implemented?</td> </tr> <tr> <td style="text-align: center;">2</td> <td>What evidence showed that justification was performed prior to implementation?</td> </tr> </table>	1	What data were generated and how was the data analyzed to justify why the chosen final solution(s)/improvement(s) should be implemented?	2	What evidence showed that justification was performed prior to implementation?
1	What data were generated and how was the data analyzed to justify why the chosen final solution(s)/improvement(s) should be implemented?						
2	What evidence showed that justification was performed prior to implementation?						
		Question Numbers (for reference)					



The 3point Group

Using the ASQ ITEA Criteria Framework for Project Planning, Management, and Sustainability Results

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A well thought-out APPROACH effectively DEPLOYED favors positive RESULTS



Aligned Process Improvement Frameworks for ASQ ITEA Criteria

ASQ 2015 ITEA Team Excellence Criteria and Lean Tool Application Matrix					
Section Item & Criteria Subject Matter		Aligned Lean Process Improvement Frameworks			
		5S	PDCA/PDSA	DMAIC-V	
1.0 Project and Team Selection		Planning	Plan	Define	1. Bring People Together and 2. Give Team A Challenge
1.1 Understanding the Context for Project Selection					
1.2 Project Selection Process					
1.3 Team Selection and Preparation					
2.0 Current Situation and Root Cause/Improvement Opportunity Analysis		Sort & Shine	Plan & Do	Measure/Analyze	3. Brainstorm Solutions
2.1 Key Measures Expected of the Project					
2.2 Possible Root Cause(s)/Improvement Opportunity(ies)					
2.3 Final Root Cause(s)/Improvement Opportunity(ies)					
2.4 Project Management Update					
3.0 Solution Improvement Development		Systematize	Check/Study	Improve	4. Present Recommendations & 5. Make Decisions At Town Meeting
3.1 Possible Solutions or Improvements					
3.2 Final solution or Improvement					
3.3 Project Management Update					
4.0 Improvement and Results Verification		Standardize	Act	Control	6. Implement & Review
4.1 Stakeholder Consideration in Implementation					
4.2 Solution/Improvement Implementation					
4.3 Project Results					
5.0 Preservation and Stakeholder Communication		Sustain	Assess & Repeat Cycle	Validate	6. Implement & Review
5.1 Sustaining Results Over Time					
5.2 Communication of Results					



Using the ASQ ITEA Criteria Framework for Project Planning, Management, and Sustainability Results

1. Solution/Improvement Development (Improve)

- What tools/methods will be used to identify possible solutions or improvements?
- What tools/methods will be used to identify the final solution(s) or improvement(s).
- How will project review (2) and management update be addressed?

2. Implementation and Results Verification (Control)

- What tools/methods will be used to identify stakeholder consideration and involvement in implementation of the solution or improvement?
- What tools/methods/system will be used for solution/improvement implementation?
- How will project review (3) and management update be addressed?

3. Preservation and Stakeholder Communication (Validate)

- What tools/methods/best practices will be used to sustaining results over time?
- What tools/methods will be used to communicate results, best practices, and lessons learned to stakeholder groups?

4. Overall Review and Management Updates

- Regardless of how well the project progressed and its results, visual presentations must be easy to read and tract to the project steps in Sections 2-5 above. The spoken presentation also needs to support the visuals and should be clear and easy to follow. This also relates to how will project review and management update was addressed in Section 2.4, 3.3, and 4.3 questions above.



Using the ASQ ITEA Criteria Framework for Project Planning, Management, and Sustainability Results

(Continued)

5. Preservation and Stakeholder Communication (Validate)

- What tools/methods/best practices will be used to sustaining results over time?
- What tools/methods will be used to communicate results, best practices, and lessons learned to stakeholder groups?

6. Overall Review and Management Updates

- Regardless of how well the project progressed and its results, visual presentations must be easy to read and tract to the project steps in Sections 2-5 above. The spoken presentation also needs to support the visuals and should be clear and easy to follow. This also relates to how will project review and management update was addressed in Section 2.4, 3.3, and 4.3 questions above.

7. *Validation of Sustained Results and Cycles of Review

- What tools/methods will be used insure sustained process control, lessons learned, and best practices?
- What trended performance measures and analysis will be used to validate sustained results?
- How will cycles of review and management updates be addressed to assure sustainability and/or Continues Process Improvement to support Section 5 above?

***Note:** Section 7 is not part of the ASQ ITEA criteria. It is added here to enhance sustainability (preservation) part in Section 5.

Closing Discussion

