



GSQC MULTI-LEVEL RECOGNITION AND AWARD STRUCTURE

2011 Awards Cycle (revised September 2010)



Level	Best Practice Showcase	Profile Recognition	Commitment Recognition	Achievement Recognition	Granite State Quality Award
Recognition Overview	Organizations or sub-units with a high performing practice or process.	Organizations beginning a formal performance / quality improvement process.	Organizations that have implemented the basic processes and committed to performance and quality improvement	Organizations advancing toward performance/ quality leadership.	Organizations with mature management systems and demonstrated performance excellence.
Evaluation Scope	Evaluates the practice based on those deployed by high-performing organizations	Evaluates an organization's foundation for improvement and plans to take it to the next level.	Evaluates performance in the seven GSQA Categories at a <i>basic level</i> .	Evaluates performance in the seven GSQA Categories at a <i>detailed level</i> .	Evaluates performance in the seven GSQA Categories at a <i>detailed level</i> .
Required	Submission of completed Best Practice Showcase Application form	Submission of Organizational Profile and Baldrige-based action plan. Clarification cycle; no site visit.	Submission of Organizational Profile and response to GSQA Criteria at the Category level. Clarification cycle or Site visit optional	Submission of Organizational Profile and response to the GSQA Criteria at the Item level. Site visit recommended	Submission of Organizational Profile and response to all items in the GSQA Criteria. Site visit required.
Application Length	Organization Information: 1 page Best Practice Overview: 3 pages	Organizational Profile: 5 pages maximum. Action plan: 2 page maximum	Organizational Profile: 5 pages maximum. 7 GSQA Categories: 20 pages maximum.	Organizational Profile: 5 pages maximum. GSQA Criteria: 50 page maximum.	Organizational Profile: 5 pages maximum. GSQA Criteria: 50 page maximum
Method of Feedback	Written feedback with optional on-site review.	Written feedback report of strengths and opportunities for improvement based on the GSQA Criteria. An on-site feedback review (optional) may also be arranged.			Written feedback report. Optional on-site feedback review
	There is no deadline and no limit to the number of Best Practice Showcase Applications submitted	GSQC feedback and recognition at these levels can also be achieved by completing a formal, Baldrige-based self-assessment and submitting the results along with an Organizational Profile and Action Plan. Application fee may be packaged with self-assessment fee if both are performed by the GSQC.			
Application Fee* Workforce = total FTE employees + contractors	# Workforce				
	<50* < 250 250 +	\$150 \$150 \$150	\$ 300 \$ 600 \$1000	\$ 600 \$1800 \$3000	\$1000 \$3000 \$5000
All Application fees include \$150 non-refundable eligibility determination fee due with <i>Intent to Apply & Eligibility Form</i> Site Visit expenses are additional and negotiated prior to a Site Visit. *K – 12 Non-profit Education organizations are charged at the <50 employee level					
Fee Includes	<i>Best Practice Showcase</i> applicants receive 1 complimentary seat at the annual recognition ceremony. Applicants at all other levels receive 1 complimentary Examiner Training seat and 2 seats at the annual recognition ceremony.				
Deadlines	Intent to Apply	September 1, 2010 (with \$150 nonrefundable eligibility and application fee)			
	Application	November 15, 2010 (with remainder of Application Fee)			
Eligibility for Recognition or Award	Organizations that meet the eligibility requirements on the next page may apply for recognition annually and be recognized at the Profile, Commitment, or Achievement Recognition levels multiple times. An organization that receives the Granite State Quality Award may apply for feedback, but is ineligible to receive the Award for three (3) years. If an organization does not meet the requirements of the Award or Recognition level applied for, it may be offered the option for recognition at a lower level. The GSQC reserves the right not to repeatedly recognize an organization that does not demonstrate performance improvement.				

To apply, or for more information, contact the Granite State Quality Council

www.gsqc.com

info@gsqc.com

(603) 223-1312

GSQC RECOGNITION AND AWARD PROGRAM OVERVIEW

The Granite State Quality Recognition and Award Program recognizes New Hampshire organizations for Performance Excellence. The program is based on the Criteria established in the prestigious Malcolm Baldrige National Quality Award.

Award and Recognition Criteria

The 2011 *Granite State Quality Award (GSQA)* and *Achievement Recognition Criteria* is the same as the Malcolm Baldrige National Quality Award (MBNQA) 2009 - 2010 Criteria For Performance Excellence and includes the Health Care Criteria and Education versions of the Criteria. The *Profile* and *Commitment Recognition* levels are based on subsets of the GSQA Criteria. The *Best Practice Showcase* is based on the concepts and core values that define the GSQA Criteria and that are evident in high-performing organizations. There is no limit to the number of organizations that may be recognized at any level.

Why Apply?

The Granite State Quality Recognition and Award Program is a cost effective way to gain an unbiased, comprehensive, external perspective on your organization's strengths and opportunities for improvement towards meeting *its goals*, including how to improve the bottom line. In addition, State-wide recognition demonstrates commitment to high performance based on the nation's highest award for organizational excellence and may provide a competitive advantage.

Eligibility Requirements

Any business or organization that has been operating in New Hampshire for at least one (1) year may submit an application. Organizations in other states that do not have a Baldrige-based recognition program may also apply for feedback and recognition.

2011 Recognition/Award Schedule

Note: Best Practice Showcase Applications are accepted at anytime during the year

INTENT TO APPLY BY APPLICANT	SEPTEMBER 1, 2010
APPLICATION DUE	NOVEMBER 15, 2010
REVIEW OF APPLICATIONS BY EXAMINERS	NOVEMBER 15 TO MARCH 31, 2011
SITE VISIT (IF APPLICABLE)	BETWEEN MARCH 1 AND APRIL 30, 2011
FEEDBACK REPORTS DELIVERED TO APPLICANTS	BETWEEN APRIL 1 AND MAY 31, 2011
ANNUAL RECOGNITION CEREMONY	MAY/JUNE 2011

Application Review

Recognition and Award Applications are reviewed and evaluated by members of the Board of Examiners and the Panel of Judges who have extensive business experience and receive extensive training on the Baldrige Criteria. Examiners are assigned to applications taking into account the nature of the applicant's business and the expertise of the Examiners. Assignments are made in accordance with strict rules regarding conflict of interest and confidentiality.

Stage 1: Independent review and evaluation by at least three Examiners

Stage 2: Consensus review and evaluation by at least three Examiners

Stage 3: Site visits to applicants by the Examiners (if applicable). Examiners complete Feedback Reports

Stage 4: Judges' review of Award-level applications and selection of recipient(s).

Feedback Reports and on-site feedback review (if applicable) provided to applicants

The purpose of the Site Visit is for Examiners to verify and clarify their evaluation of the application. Site Visits vary in length from 1-3 days depending on the application level. A site visit is mandatory at the Award level.

Examiners and Judges receive no funding for reviewing applications or conducting site visits. Examiner Site Visit expenses such as travel and lodging are paid by applicants and/or provided by sponsors of the Granite State Quality Council.

Feedback to Applicants

All applicants receive a feedback report at the conclusion of the Application Review process. The feedback report is based upon the information in the application and results of Site Visits, if conducted. The reports identify those areas of the application which the examiners viewed as strengths and opportunities for improvement of the applicant's organization relative to the Award or Recognition criteria.