



Performance Excellence Program

2011 Intent to Apply and Eligibility Agreement

(Updated 4/26/2011)

Intent to Apply submitted to AQA by.....	May 2, 2011
Applications submitted to AQA by.....	July 15, 2011
Site Visit.....	Sept 26-30 or Oct 3-7, 2011
Award Recipient(s) Announcement.....	Nov 29-Dec 2, 2011
Feedback Report sent to applicant by.....	Mid-December, 2011

Congratulations! By applying to the Performance Excellence Award Program, you are taking a major step to improve your organization’s performance and growth. Because of the learning inherent in completing the application and in the feedback you will receive, the effort that goes into applying for the Award should result in a significant return on your investment. The process will help you prioritize opportunities for improvement and identify strengths to celebrate. As a result, the rate at which your organization improves should accelerate. *(Organizations in other states are eligible to apply to the Arizona Performance Excellence Program.)*

Base Application Costs:

- At least 50% of the application fee is due with the submission of the “Intent to Apply” form; remainder is due with submission of the application.
- If the applicant, for any reason, chooses not to submit the application, the portion of the fee submitted with the “Intent to Apply” may be applied towards the next year’s application fee. It is not refundable.

State Quality Award (SQA)	AQA Member	Non – Member
○ Small (1 to 99 workers)	\$1,610	\$2,070
○ Medium (100 – 499 workers)	\$2,415	\$3,450
○ Large (500 or more workers)	\$3,450	\$4,600
Showcase in Excellence Awards <i>Per submission</i>	\$800	\$1,600

Additional Costs

- Site visit costs to reimburse travel and lodging for the examiner team: AQA will bill the applicant after the site visit for Arizona organizations. For non-Arizona travel, these costs will be estimated and paid by the applicant prior to the scheduling of a site visit.
 - Site visit costs include examiner team’s hotel accommodations, food, transportation, etc.
 - Select dates for site visit on the Intent to Apply and Eligibility Form attached (page 4).
 - Site visits for Showcase in Excellence applicants will not exceed 4 hours. Site visits for SQA applicants will not exceed 5 days, but the actual duration will be determined by the examiner team’s review of the application and size of the organization.

Additional Requirements

Because having internal knowledge of the Criteria framework is critical to advancing excellence within your organization, and to support the Arizona Quality Alliance Performance Excellence Program, it is necessary that each applicant provide at least one examiner per application submitted. *(NOTE - Please contact the AQA if you have questions or concerns, or if you are unable to provide an examiner this year.)*

- AQA encourages applicant organizations to provide more than the necessary volunteer examiner to serve in the current award application cycle. An examiner deposit of \$300 or \$400, depending on the length of training, will be assessed. (*See Examiner Application for details.*)
- Upon successful completion of training **and** successful completion of service on an award evaluation team, the organization can receive a rebate of its examiner deposit, less a \$50 processing fee.
- Examiners can be any staff member within the organization, but are typically senior leaders, quality / improvement professionals, and/or other functional leaders. We seek a variety of expertise on our Board of Examiners – those representing different sectors (manufacturing, service, non-profit, healthcare, education, and government), those possessing different functional expertise (quality, finance/accounting, human resources, operations, IT, etc.), and those at different levels of leadership.

Organization Eligibility and Restrictions

<p>Specific to All Award applicants</p>	<ul style="list-style-type: none"> • An Arizona organization with at least 50% of its assets, revenues or workforce based in Arizona, OR any organization with its headquarters located in Arizona. (NOTE: <i>Organizations in other states are eligible to apply to the Arizona Performance Excellence Program, if they fulfill like requirements in their own state.</i>) • An organization that is part of a larger entity must have sufficient autonomy and authority to make decisions, initiate actions, implement programs, and allocate resources free from the direct control of the larger entity. For example, a college within a university is eligible if it can demonstrate sufficient independent control over the factors that affect the quality of its processes and services. • All sectors are eligible – manufacturing, service, healthcare, education, profit, not-for-profit, private, public, local, state or federal. NOTE: Organizations whose purposes are primarily social are not eligible. • Must have existed at least one year prior to submitting an award application. • Is a permanent organization; i.e., it must not be an organizational unit with a defined limited life or an ad-hoc committee, board, or other such unit. • Must have more than two full-time workers.
<p>Additional specific to applicants for Showcase in Excellence Award</p>	<ul style="list-style-type: none"> • All operations related to the Process being considered as part of the Award Program may be inspected as part of the Awards Program. This means that the process operations, activities, and results can be assessed and visited by a team of examiners. • Different subsidiaries and their parent organization may concurrently apply, if submitting different processes. • Recipients of a Showcase Award are ineligible to re-apply for the same process for a period of 3 years after the selection. However, an applicant that did not receive an award is permitted to re-apply for the same process each year if it feels it has made meaningful changes & has achieved sufficient improvement and results.
<p>Additional specific to applicants for State Quality Awards</p>	<ul style="list-style-type: none"> • All major operations of the applicant may be inspected as part of the Award Program. This means that the organization’s operations, activities, and results can be assessed and visited by a team of examiners. • A subsidiary and its parent organization may not apply for the award in the same year - Different subsidiaries of the same parent organization may apply concurrently. • Recipients of the Governor’s Award are ineligible to be recognized as a State Quality Award Recipient for a period of five years after their selection. Recipients of the Pioneer Award may re-apply in any given year, but may not receive the Pioneer Award more than once. A recipient of the Governor’s Award, although not eligible for the award, may still submit an application to obtain a feedback report. This process will be handled as a regular application in all respects except that no award will be granted, regardless of the score received. These restrictions do not have any bearing with concern to the Showcase in Excellence Award.
<p>If you have questions about your organization’s eligibility, please call AQA (480) 874-5815.</p>	

By completing and submitting this agreement, the applicant agrees to:

- Submit an application that follows the guidelines provided in the SQA or Showcase in Excellence application material.
- Provide an electronic application (no paper copies of applications will be accepted). Allow AQA to upload the application, and the Board of Examiners and Judges to download the application, so it can be copied temporarily as a file onto a computer or printed. . The applicant will provide this electronic copy in Adobe Acrobat (PDF) format to allow for appropriate printing where necessary. *(Keep in mind that font size and formatting are to match criteria stipulated in the application, even after figures and graphs have been inserted and saved as a PDF file. The final copy will be tested for format requirements.)*
- Provide to AQA an electronic copy of the original application edited for general public consumption.
- Give permission for AQA to use the organization's recipient status and edited application (see above) for marketing and promotional materials for the Award program and the AQA.
- Share with other organizations, should the applicant become a recipient of an award, non-proprietary information on successful performance strategies. Such sharing may take place through a variety of methods including making presentations at AQA Conferences and events.
- Supply information requested by AQA (or other designated representatives) concerning the applicant's organization in the event issues are identified that could affect the credibility and valuation of the Performance Excellence Award Program.

AQA agrees to the following items:

- Unless the applicant is selected as a recipient or the applicant requests such, AQA will not disclose its identity to anyone other than members of the Board of Examiners or the Panel of Judges.
- A training session on the application and site visit preparation may be conducted by AQA at the applicant's choice of location and time prior to application submittal. Any charges for this session will be the responsibility of the applicant.
- AQA will coordinate the application process and ensure the examiner team is properly constituted.
- AQA will deliver an electronic copy of the Feedback Report to the applicant's contact person at the conclusion of the application process.
- AQA will take all prudent measures to protect the integrity of the applicant's electronic application so that only the appropriate examiner team and judges can view the application.



2011 Intent to Apply and Eligibility Form

1. The applicant is applying for:
 - Showcase in Excellence Award & **Name of Process:** _____
 - SQA - Large Organization (more than 500 workers)
 - SQA - Medium Organization (100-499 workers)
 - SQA - Small Organization (1-99 workers)

2. Please check which of the following weeks the applicant's preferred week for site visit is. If both weeks are acceptable, please check both weeks. *Note: Site visits for Showcase in Excellence applicants will not exceed 4 hours. Site visits for SQA applicants will not exceed 5 days; actual duration will depend on initial review of the application.*
 - Week of September 26 – 30, 2011** (Your "preferred" week is not guaranteed.)
 - Week of October 3 – 7, 2011**

3. Organization name (include parent and subsidiary names if applicable):

4. Organization address (headquarters address or location applying for award): (w/city, state ,zip)

5. Contact person (to be the liaison with AQA – this should be someone who understands the process being submitted):
 Name: _____
 Title: _____

6. Contact person's telephone number: _____ Fax number: _____

7. Contact person's email address: _____

8. Name of CEO or President (provide name of person with closest approximate position, if different):

9. Quality/Performance Excellence Director (person with closest approximate responsibilities):

<p>10. Industry</p> <ul style="list-style-type: none"> <input type="checkbox"/> Computers/Technology <input type="checkbox"/> Education <input type="checkbox"/> Energy/Utilities <input type="checkbox"/> Finance or Insurance <input type="checkbox"/> Government or Nonprofit <input type="checkbox"/> Healthcare <input type="checkbox"/> Hospitality <input type="checkbox"/> Manufacturing <input type="checkbox"/> Professional/Commercial Services <input type="checkbox"/> Real Estate/Construction <input type="checkbox"/> Retail <input type="checkbox"/> Telecommunications <input type="checkbox"/> Wholesale Distribution <input type="checkbox"/> Other (please specify) 	<p>11. Type of organization</p> <ul style="list-style-type: none"> <input type="checkbox"/> For Profit <input type="checkbox"/> Not for Profit (non-government) <input type="checkbox"/> Government <p>12. Number of full-time workers</p> <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> 2-19</td> <td><input type="checkbox"/> 20-49</td> <td><input type="checkbox"/> 50-99</td> </tr> <tr> <td><input type="checkbox"/> 100-249</td> <td><input type="checkbox"/> 250-499</td> <td><input type="checkbox"/> 500+</td> </tr> </table> <p>13. Number of part-time workers</p> <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> Zero</td> <td><input type="checkbox"/> 1-19</td> <td><input type="checkbox"/> 20-49</td> </tr> <tr> <td><input type="checkbox"/> 50-99</td> <td><input type="checkbox"/> 100-249</td> <td><input type="checkbox"/> 250-499</td> </tr> <tr> <td><input type="checkbox"/> 500+</td> <td></td> <td></td> </tr> </table> <p>14. Percent of workforce in state of applicant _____%</p> <p>15. Number of Volunteers _____</p>	<input type="checkbox"/> 2-19	<input type="checkbox"/> 20-49	<input type="checkbox"/> 50-99	<input type="checkbox"/> 100-249	<input type="checkbox"/> 250-499	<input type="checkbox"/> 500+	<input type="checkbox"/> Zero	<input type="checkbox"/> 1-19	<input type="checkbox"/> 20-49	<input type="checkbox"/> 50-99	<input type="checkbox"/> 100-249	<input type="checkbox"/> 250-499	<input type="checkbox"/> 500+		
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<input type="checkbox"/> 500+																

16. Percent of physical assets in the state from which the organization is applying. _____%
17. Has the organization existed for at least one year? Yes No
18. Is the organization headquartered in the same state from which the organization is applying?
 Yes No
19. Is the organization a subsidiary of a larger organization? Yes No
20. If applicant answered "Yes" to being a subsidiary, complete the following:
- a. Parent Organization _____
 - b. Address _____
 - c. Highest Official of Parent Organization _____
 - d. Title _____
 - e. Does Applicant comprise over 50% of parent organization? Yes No

21. Confidentiality Considerations:

- a. Applicant waives the right to bring suit against the Arizona Quality Alliance, from any claims, actions, or losses arising from the Performance Excellence Award Process. Accept Decline
- b. Shaw Resources is the owner of the Scorebook Navigator™, the software used for the Performance Excellence Program applications. The Alliance for Performance Excellence distributes this software to state quality organizations.
- c. Applicant waives the right to bring suit against the Alliance for Performance Excellence and/or Shaw Resources, their licensees, agents, or assigns and releases the Alliance and/or Shaw Resources, their licensees, agents, or assigns from any claims, action, or losses arising from use of the Scorebook Navigator™ software in conjunction with evaluating the document submitted by the Applicant.
 Accept Decline

Confidentiality Note: Strict conflict of interest rules apply throughout the processes. Names of applicants, individual applications, commentary, and scoring information developed during the review of the application are regarded as proprietary and are kept confidential. Such information is available only to those individuals directly involved in the evaluation and application distribution process. Information on successful strategies of Award recipients and other applicants may be released only with written approval of the applicant.

22. The applicant submits the following necessary and potential, additional Examiner candidates:

(Please contact the AQA if you have questions or concerns, or if you are unable to provide an examiner this year.)

Necessary Examiner: _____ Email: _____

Potential Examiner: _____ Email: _____

Potential Examiner: _____ Email: _____

Potential Examiner: _____ Email: _____

Note:

(Examiner Applications can be found at www.arizona-excellence.com under AQA Awards on the left side of the home page, or you can request one from the AQA.)

Release Statement

We agree to all terms stated above and attest to the validity and truth of all information we have provided. We understand that by applying for the Arizona Performance Excellence Program, we accept all the requirements of the Arizona Performance Excellence Program process. The application fee is non-refundable. We agree to host a site visit and to facilitate an open and unbiased examination. We understand that our organization must reimburse the Arizona Quality Alliance (AQA) for reasonable costs and expenses associated with a site visit and the team of examiners. Additionally, we understand that our organization must provide one examiner per application, to support the program.

The AQA may request additional information concerning our organization if issues are identified that could affect the credibility and valuation of the Performance Excellence Award Program. This information must be supplied, if requested, to the AQA. We agree to make AQA aware upon inquiry of any current or pending regulatory, criminal, or civil action that could damage the reputation of the Arizona Performance Excellence Program process.

If our organization is selected to receive an Award, we agree to share non-proprietary information on our successful performance and quality strategies with other Arizona organizations. This includes participation in Conferences or other events sponsored by AQA.

By applying for the Awards, the applicant agrees to provide an electronic application and allow AQA to upload the application, and the Board of Examiners and Judges to download the application, so it can be copied temporarily as a file onto a computer or printed.

By applying for the Awards, the applicant agrees to provide to AQA an electronic copy of the original application edited for general public consumption. The applicant also agrees to allow AQA to use this edited application as well as the organization's name as a recipient of an award in educational, marketing and promotional materials for the Performance Excellence Award Program and the AQA. However, our organization will continue to own the information.

Signature, Contact Person of Applicant

Title

Date _____

Signature, Other Official if required by Applicant

Title

Date _____

Please sign where indicated, email a copy of this agreement to kshepard@arizona-excellence.com, and mail the original form and a minimum of 50% of the application fee to AQA.

Mail agreement and payment to:
Arizona Quality Alliance
8655 E. Via de Ventura, Suite E185
Scottsdale, Arizona 85258-3360