

California Team Excellence Program







Program Background

Background: To support organizations in California, the Team Excellence Awards Program was established in 1997. 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. The CTEA program (Team 49er Award) is an authorized showcase of the American Society for Quality (ASQ) International Team Excellence Award (ITEA) program.

Focus: 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.

CTEA Program information available at: http://www.calexcellence.org/CTEAProgram.aspx





Program Overview

In 2014-2015, CTEA launches two new levels of criteria for problem-solving and process improvement. Organizations can now participate by submitting their applications and formally presenting their teams' project efforts.

 The first is the "Team Trailblazer Recognition" which is recognition for organizations and teams beginning their journey in developing work teams in problem solving or process improvement. It is based on simple criteria addressing team project work process and results.

Submissions will be accepted year-round as of October, 2014.

The second is the "Team 49er Award" with 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 has an automatic space to compete at the International level.

Submissions will be accepted beginning April 1, 2015.





Program Overview

Both Team Trailblazer Recognition and Team 49er Award criteria relate to teams using approaches such as; 5S, Plan-Do-Check-Act, and Six Sigma DMAIC problem solving and process improvement methodologies, application of 7 Waste reductions, and use of ASQ Quality Tools.

Both also provide non-prescriptive feedback on submissions.

Any business, company, healthcare facility, military unit, non- profit organization, or public sector agency located in California may enter one or more of its work teams in the California Team Excellence Awards Program.



Program Benefits

- Statewide recognition for team achievements
- Opportunity to compete in the International Team Excellence Award process for the top scoring Team 49er Award Recipient
- Receive constructive feedback from judges to enable future improvements
- Promote and recognize your company's commitment to process improvement, quality, and teamwork
- Used with the CAPE process to address areas for improvement or sustainment
- Help your company improve employee motivation and teamwork to drive customer satisfaction, profitability and innovation





Benefits of Applying

*These team achievements have a direct impact to the bottom-line of their companies.

Here are some of the "bottom-line achievements" of the teams that have competed:

- Saving their companies from \$29,000 to more than \$1.9 million per team.
- A 73% reduction in scrap that amounted to hundreds of thousands of dollars in savings.
- A 40% improvement in productivity in one manufacturing plant.
- A reduction in production delays from 340 hours to zero with estimated cost avoidance of \$3.4 million
- A dramatic increase in customer satisfaction of 36% in one team's sales region.
- A reduction in cycle time from 75 days to 39 days with an estimated savings of \$19.5 mil.
- A decrease in overtime by 89%.
- A reduction in a hospital's delinquent accounts from 62 days to 16 days with a net savings of more than \$822,000 in one year.

*Equally important, are the participant companies capacity building of their employees through use of the criteria to focus on use of continuous improvement tools, problem-solving processes, team dynamics, project management, and communication skills.



Types of Teams

There are many types of teams (Lean, Improvement, Six Sigma, Innovation, and Quality Circle, to name a few).
Regardless of the type of team you are or the team methodology your company may use, teams always focus on one of two things - Problem Solving or Process Improvement.





Types of Teams

Problem Solving teams have a "problem" to solve.

Typically these teams will focus on identifying and eliminating or overcoming "root causes."

Process Improvement teams have a new process to develop or an existing process that needs to be improved.

Typically these teams will focus on identifying and optimizing key process parameters to design or improve an overall process.





Team Trailblazer Recognition

The Team Trailblazer Recognition Criteria in detail can be found on the CCF web site at:

http://www.calexcellence.org/CTEAProgram/ApplicationResources.aspx

Content areas for submission and judging include limited items for:

- Project Selection and Team Development
- Stakeholder Groups
- Team Development and Management
- Potential Causes/Improvement Opportunities
- Root Causes/Improvement Opportunities
- Possible Solutions/Improvements
- Final Solutions/Improvements
- Implementation and Results





Team Trailblazer Recognition

How to get started:

- Your first step is to evaluate work within your organization that a team has completed and documented.
- Next, obtain the Team Trailblazer Recognition criteria, application and toolkit at: http://www.calexcellence.org/CTEAProgram/ApplicationResources.aspx
- Then evaluate your teams' projects with the criteria and submit your application.
- Next, prepare your presentation using the criteria and submit.
- Each CTEA team is judged by a panel of judges. This format and the criteria help ensure fairness and accurate judging of each team.
- Feedback is provided with in 45 days that may be used by the organization to enable future improvements





Team 49er Award

The Team 49er Award Criteria in detail can be found on the CCE web site at:

http://www.calexcellence.org/CTEAProgram/ApplicationResources.aspx

Content areas for submission and judging include multiple items for:

- Project and Team Selection
- Current Situation and Root Cause/Improvement Opportunity Analysis
- Solution Improvement Development
- Improvement and Results Verification
- Preservation and Stakeholder Communication
- Overall Presentation





Alignment of Process Improvement Methods with CTEA Team 49er Award/ASQ ITEA Criteria

	ASQ ITEA Criteria and Process Improvement Methods Matrix				
	Continu Itaur Q Cuitauia Cukiant Blattau	Aligned Process Improvement Frameworks			
	Section Item & Criteria Subject Matter	5\$	PDCA/PDSA	DMAIC-V	
1.0	Project and Team Selection	Planning	Plan	Define	
	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		Plan & Do	Measure/Analyze	
	2.1 Key Measurers Expected of the Project	Sort & Shine			
	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				
	3.1 Possible Solutions or Improvements	Costanati	Check/Study	Improve	
	3.2 Final solution or Improvement	Systematize			
	3.3 Project Management Update				
4.1	Improvement and Results Verification				
	4.1 Stakeholder Consideration in Implementation	Standardize	Act	Control	
	4.2 Solution/Improvement Implementation				
	4.3 Project Results				
	Preservation and Stakeholder Communication	Sustain	Assess & Repeat	Validate	
5.0					
5.0	5.1 Sustaining Results over Time	Sustain	Cycle	Validate	

Reference: ASQ ITEA 2014 Team Criteria





Team 49er Award

How to get started:

- Your first step is to evaluate work within your organization that a team has completed and documented.
- Next, obtain the award criteria, application and toolkit at: http://www.calexcellence.org/CTEAProgram/ApplicationResources.aspx
- Then evaluate your teams' projects with the criteria and submit your application.
- Next, prepare your presentation using the criteria and submit an application for participation.
- Lastly, participate in one of the "Live" regional competitions in California.
- Each team presents a 30-minute presentation of their project to a panel of judges and an audience of guests and attendees.
- Each CTEA team is judged by a panel of judges. This format and the criteria help ensure fairness and accurate judging of each team.
- Feedback is provided with in 45 days that may be used by the organization to enable future improvements



Potential Resources

- Best Practice in Team Excellence, ASQ Quality Press, 2012
 Authors: Vern Goodwalt and Laurie Broedling
- ASQ Quality Tools at:

http://asq.org/learn-about-quality/quality-tools.html





CTEA Program Judges

Interested in serving as a California Team Excellence Award (CTEA) Judge?

- Would you like to feel the enthusiasm and energy that high performance improvement teams can generate?
- Are you an individual who recognizes and appreciates the efforts employees exert to improve not only themselves, but their organizations?
- Are you willing to provide constructive feedback to these dedicated employees and teams?
- Do you want to receive valuable team training that can be used in your organization?

Participation in CTEA includes not only those who apply for the award but also a volunteer council and team presentation judges. These people are the engine that makes the program run. They give of their time to help others grow, succeed, and be recognized for doing so. It is this spirit of teamwork that infuses everything we do.

Each CTEA team is judged by a panel of judges. This format and the criteria help ensure fairness and accurate judging of each team.

Judges application available at:

http://www.calexcellence.org/CTEAProgram/Judges.aspx

