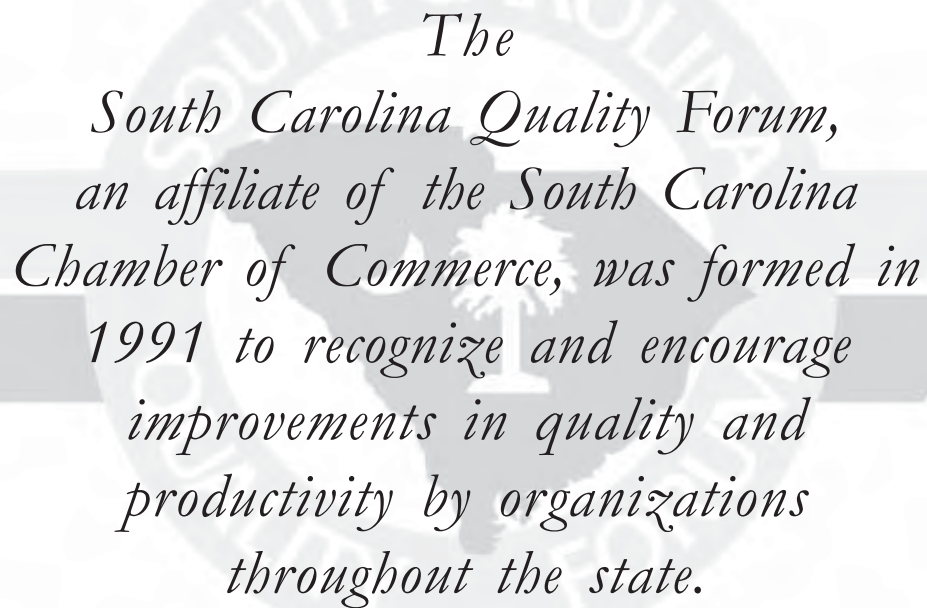




The South Carolina
Governor's
Quality
Award
Application





*The
South Carolina Quality Forum,
an affiliate of the South Carolina
Chamber of Commerce, was formed in
1991 to recognize and encourage
improvements in quality and
productivity by organizations
throughout the state.*

Application Guidelines

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INTRODUCTION

This document provides general information on the South Carolina Governor's Quality Award. It includes application and eligibility instructions and forms, time schedules and fees, and a summary of the award process and requirements.

OVERVIEW

The South Carolina Governor's Quality Award is sponsored and administered by the South Carolina Quality Forum, an affiliate of the South Carolina State Chamber of Commerce. The South Carolina Quality Forum promotes performance excellence by administering the South Carolina Governor's Quality Award, the Explorer Assessment, the Milliken Medal of Quality, and the Champion of Excellence. The vision of the Forum is that South Carolina will be recognized by its peer states for total quality leadership.

The purpose of the South Carolina Governor's Quality Award is to:

- Promote the use of quality management systems,
- Share successful quality management strategies,
- Promote self-assessment via an objective review, and
- Publicly recognize outstanding achievement in the development and implementation of quality management systems.

Our award process is designed to be consistent with the Malcolm Baldrige National Quality Award process, and the Forum acknowledges and is grateful for the guidance, support, and overall cooperation received from the Baldrige Award Program Administrators.

The award application criteria for the South Carolina Governor's Quality Award, which is also based on the prior year's Baldrige criteria, is designed not only to serve as a reliable basis for making awards, but also to permit a diagnosis of the applicant's overall management system. All eligible applicants will receive feedback reports on their management system that is prepared by teams of quality professionals.

AWARD LEVELS

Organizations can achieve South Carolina Quality Forum recognition in two ways:

- Achiever Awards
 - Gold—Those applicants that show outstanding progress toward implementing the Baldrige criteria in business may qualify for a Gold Achiever Award.
 - Silver—Those applicants that show significant progress toward implementing the Baldrige criteria in business may qualify for a Silver Achiever Award.
 - Bronze—Those applicants that show progress worthy of recognition toward achievement of the Baldrige criteria in business may qualify for a Bronze Achiever Award.
- Governor's Award

Those organizations that show exemplary progress toward implementing the Baldrige criteria in business may qualify for the prestigious Governor's Quality Award—the highest statewide recognition for excellence in quality management. In addition, award recipients serve as appropriate models of quality achievement for other South Carolina organizations.

ELIGIBILITY

The award process recognizes organizations in the state that have attained a high level of quality excellence and thereby a competitive advantage in domestic and world marketplaces. Forum association and award eligibility are open to all South Carolina organizations.

Any private, manufacturing or service, non-profit, or healthcare, or educational organization that is located and operating within the state may participate. Only organizations and/ or their subsidiaries that are located and operating within the state are eligible.

Any number of divisions or subsidiaries of an organization may apply for the Governor's Quality Award in the same year. However, both a subsidiary and its parent organization may not apply for an award in the same year.

An organization that receives the Governor's Quality Award is ineligible for the same award for three years.

NUMBER OF AWARDS

The number of awards is not limited. There are minimum levels of achievement that represent the standard or benchmark for recognition. There may not necessarily be winner(s) in every sector every year.

EXAMINATION PROCESS

Each application proceeds through a two-stage review process. Stage One is the application review by individual examiners. Stage Two is the consensus review by a team of examiners.

Site visits, Stage Three, are conducted at higher-scoring organizations to verify and clarify the information in the applications.* All award applicants will receive a feedback report on the progress of their management system.

The Board of Examiners is appointed by the South Carolina Quality Forum. A sub-committee of the Forum's Award Committee solicits examiner applicants, selects judges and examiners, and supervises training. Judges typically serve for three years. Examiners must reapply each year.

** If an organization reaches the site visit stage, the applicant is expected to submit updates for all results provided in the application. These updates will become part of the official application.*

AWARD SCHEDULE

- Intent to Apply Form deadline – January 1
- Award Application Form deadline – March 1
- Applications reviewed – June
- Site visits completed – August
- Annual conference/awards ceremony – October

EXAMINER SCHEDULE

- Examiner applications available – September
- Examiner applications deadline – December 1
- Examiners notified of status – January
- Examiner training – February / March / June

RESPONSIBILITIES OF AWARD RECIPIENTS

Award recipients are asked to share their successful quality strategies with other South Carolina organizations at the annual conference held in October of each year.

Applicants are **required** to supply at least one Examiner applicant to the Forum's Board of Examiners for the following assessment/award cycle.

FEES

All organizations, regardless of size, must submit a \$50 fee with the Intent to Apply Form. This non-refundable fee covers initial processing and eligibility determination.

The award application fee for the Governor's Quality Award is \$2,500.

This fee must accompany each application for the Governor's Quality Award. A 100% tax credit is available to organizations that join as annual sponsors and a

a 50% tax credit for those participating in the assessment process. Credits earned are limited to the amount of tax liability on the return and are not refundable.

SITE VISIT

Applicants are expected to absorb reasonable expenses for the site visit team should the organization receive a site visit. Included are hotel/motel expenses, travel, and a per diem meal cost per examiner.

A "typical" site visit might involve four examiners for four days. The actual length of a site visit will be determined by the size and complexity of the organization.

AWARD PROCESS, ETHICS AND CONFIDENTIALITY

Strict rules of conduct apply throughout the award process for examiners, judges, and administrative personnel. Each individual is required to sign a Code of Ethics document and a nondisclosure agreement.

Individual application, commentary, and scoring information developed during the review of applications are regarded as proprietary and are kept confidential. Such information is available only to those individuals directly involved in the evaluation and application distribution processes.

Applicants are not expected to provide or to reveal proprietary information regarding products, processes, or services. Examiners are assigned in a way to avoid conflicts of interest. Information regarding participation, awards, or successful strategies may be released only after written approval from the applicant.

AWARD APPLICATION CRITERIA AND PROCESS

The application criteria will be the previous years' Malcolm Baldrige Criteria for Performance Excellence specific to the award applicant's sector whether business, healthcare, education or not-for-profit.

The application process consists of the following steps:

- The applicant must submit the Intent to Apply Form and fee by the required date.
- The applicant must submit the original and 10 copies of the Application Form, the Business Overview, the Application Report, and the fee by the required date.

The Business Overview and the Application Report are limited in size and extent as follows:

- The Business Overview cannot exceed 4 pages, single spaced, single-side printing, double column, using Times Roman or Helvetica fonts at 10 point size.
- The Application Report cannot exceed 50 pages, single spaced, single-side printing, double column, using Times Roman or Helvetica fonts at 10 point size. This report is a Baldrige-style narrative written in complete sentences. The responses must address all category levels of the Baldrige criteria, focusing on each detailed item and area. For reference copies of a sample *Baldrige case study*, visit the National Institute of Standards Technology (NIST) web address at: <http://www.nist.gov>.

ADDITIONAL INFORMATION

For additional copies of this brochure or additional information on the South Carolina Governor's Quality Award, contact:

South Carolina Governor's Quality Award
c/o Jeanette Reeves
University of South Carolina Upstate
800 University Way
Spartanburg, SC 29303
Telephone 1-888-231-0578
Facsimile (864) 503-5583
E-Mail jreeves@uscupstate.edu
Web Address <http://www.scquality.com>

INTENT TO APPLY FORM

1. APPLICANT

Company/Organization Name

Address

City County Zip Code

2. SIZE OF ORGANIZATION

Total number of employees (within South Carolina)

3. STANDARD INDUSTRIAL CLASSIFICATION (SIC) codes

Identify the two- or three-digit SIC Code or Codes that best describes your organization.

SIC Code (s)

4. CRITERIA USED FOR PREPARING APPLICATION

Business Education Health Care Not-for-Profit

5. OFFICIAL CONTACT POINT

Name

Title

Address

City County Zip code

Telephone Number Facsimile Number E-Mail Address

6. ORGANIZATION'S HIGHEST RANKING OFFICIAL (IN SOUTH CAROLINA)

Name

Title

Address

City County Zip code

Telephone Number Facsimile Number E-Mail Address

7. FEES AND MAILING ADDRESS

Return the Intent to Apply Form along with a check (payable to the South Carolina Quality Forum/Upstate Foundation) for \$50 to:



Jeanette Reeves Governor's Quality Award
University of South Carolina Upstate
800 University Way
Spartanburg, SC 29303

Standard Industrial Classification (SIC) Codes

Please insert the SIC Code(s) most relevant to your area of expertise from those listed below on the Intent to Apply Form. If you know your organization's 3-digit SIC Code(s), please use the three-digit code(s) instead.

Manufacturing and Product s

Code	Sector
01	Agriculture-crops
02	Agriculture-livestock
08	Forestry
09	Fishing and hunting
10	Metal mining
12	Coal mining
13	Oil and gas extraction
14	Nonmetallic minerals, except fuels
15	General building contractors
16	Heavy construction contractors
17	Special trade contractors
20	Food products
21	Tobacco products
22	Textile mill products
23	Apparel
24	Lumber and wood products
25	Furniture and fixtures
26	Paper and allied products
27	Printing and publishing
28	Chemicals
29	Petroleum and coal products
30	Rubber and plastics
31	Leather and leather products
32	Stone, clay, glass, and concrete products
33	Primary metal industries
34	Fabricated metal products
35	Machinery and computer equipment
36	Electrical and electronic equipment
37	Transportation equipment
38	Instruments, clocks, optical goods
39	Miscellaneous manufacturing

Services

Code	Sector
07	Agriculture services
40	Railroad transportation
41	Local and interurban transport
42	Trucking and warehousing
44	Water transportation
45	Air transportation
46	Pipelines, except natural gas
47	Transportation services
48	Communications
49	Electric, gas, and sanitary services
50	Wholesale trade-durable goods
51	Wholesale trade-nondurable goods
52	Retail building materials
53	General merchandise stores
54	Food stores
55	Automotive dealers and service stations
56	Apparel and accessory stores
57	Furniture stores
58	Eating and drinking places
59	Miscellaneous retail
60	Banking
61	Credit agencies
62	Security and commodity brokers
63	Insurance carriers
64	Insurance agents
65	Real Estate
67	Holding and other investment offices
70	Hotels and lodging places
72	Personal services
73	Business services
75	Auto repair and services
76	Miscellaneous repair services
78	Motion pictures
79	Amusement and recreation
80	Health services
81	Legal services
82	Educational services
83	Social services
84	Museums and art galleries
86	Membership organizations
87	Engineering and management services
89	Miscellaneous services
91	Executive, legislative, and general government, except finance
92	Justice, public order, and safety
93	Public finance, taxation, and monetary policy
94	Administration of human resource programs
95	Administration of environmental quality and housing programs
96	Administration of economic programs
97	National security and international affairs

