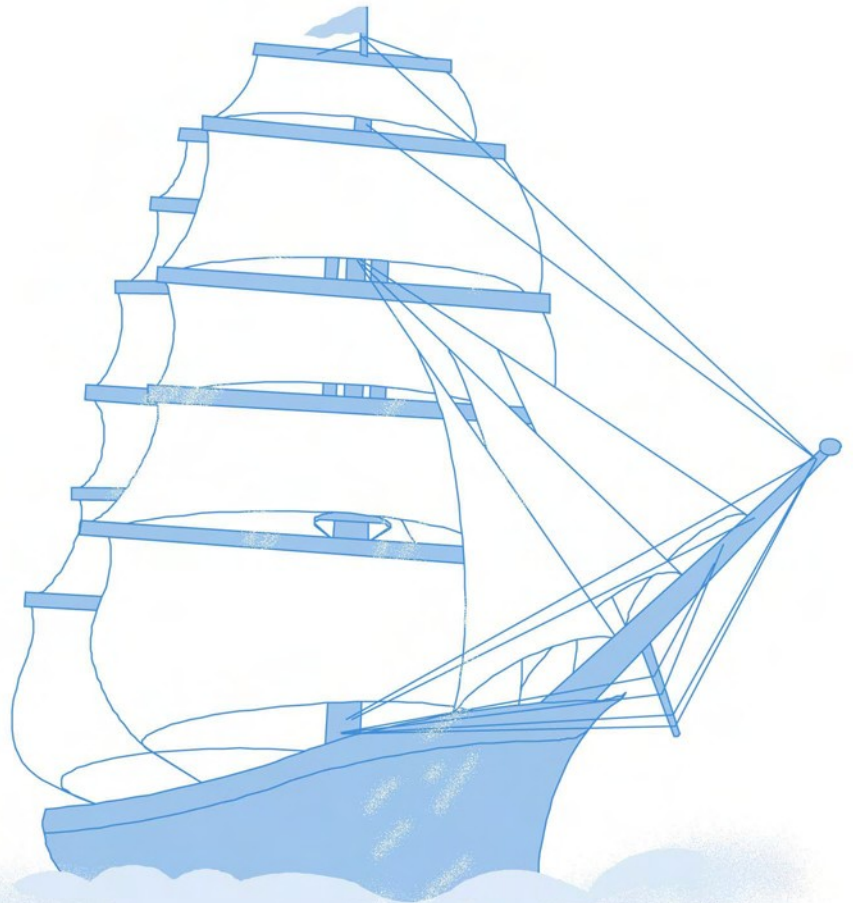





The South Carolina Governor's Explorer Assessment Application





*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 Explorer Assessment. It includes application and eligibility instructions and forms, time schedules and fees, and a summary of the assessment process and requirements.

OVERVIEW

The South Carolina Governor's Explorer Assessment 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 Explorer Assessment 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 assessment 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 application criteria for the South Carolina Governor's Explorer Assessment, 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 applicants will receive feedback reports on their management system that is prepared by teams of quality professionals. All applicants are recognized for their progress toward implementing the Baldrige criteria with a recognition plaque at the annual Conference.

ELIGIBILITY

The assessment process is designed to help organizations in the state obtain a high level of quality excellence and thereby a competitive advantage in domestic and world

marketplaces. Forum association and assessment eligibility are open to all South Carolina organizations. Any private, manufacturing or service, nonprofit healthcare or educational organization that is located and operating within the state may participate.

EXAMINATION PROCESS

Each application proceeds through a Three-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 to verify and clarify the information in the application. All applicants will receive 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. Examiners must reapply each year.

AWARD SCHEDULE

- Intent to Apply Form deadline – January 10
- Award Application Form deadline – February 14
- Application reviewed – March – April
- Site visits completed – May 16
- 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 ASSESSMENT RECIPIENTS

Assessment 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 application fee for the South Carolina Governor's Explorer Assessment is \$2,000.

This fee must accompany each application for the South Carolina Governor's Explorer Assessment. A 100% tax credit is available to organizations that join as annual sponsors and 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. Included are hotel/motel expenses, travel, and a per diem meal cost per examiner. The actual length of the site visit will be determined by the size and complexity of the organization, but typically no longer than two days at the site and an additional day to complete the Feedback Report.

ASSESSMENT PROCESS, ETHICS AND CONFIDENTIALITY

Strict rules of conduct apply throughout the 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.

ASSESSMENT APPLICATION CRITERIA AND PROCESS

The application criteria will be the **previous years'** Malcolm Baldrige Criteria for Performance Excellence,

specific to the applicants sector whether business, healthcare, education or non for profit. The criteria is the same for all applicants, regardless of the organization's sector

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 Assessment 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 25 pages; single spaced, single-side printing, double column, using Times Roman or Helvetica fonts at 10 point size. This report is a Baldrige-style summary that will focus only on the category levels 1-6 of the Baldrige criteria, rather than each detailed item Category 7 is not included. It should be short and succinct and should include the following information:
 - Describe the "approach (es)" used by the organization to address the requirement. Approach descriptions should include a brief explanation of the process used (for example; a customer survey), who is responsible for implementing that approach, how frequently it is done, how the approach is evaluated to ensure that it accomplishes what was intended and how the process is regularly improved.
 - Describe the "deployment" of approaches used. This should include information on the extent of the usage of approaches (for example; the survey is currently being used with our four largest customers), what is being done in different part of the organization and what plans are in place to further deploy the approaches described.
 - In order to meet the 25 page limit of the Explorer Assessment you may want to make frequent use of charts and tables in order to describe your approaches and deployment in the smallest possible amount of space.

ADDITIONAL INFORMATION

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

South Carolina Governor's Explorer Assessment

C/o Bridget Dewees

South Carolina Quality Forum

P.O. Box 3435

Summerville, SC 29484-3435

(803)-535-5793

INTENT TO APPLY FORM

1. APPLICANT

Company/Organization Name

Address

City

County

Zip

Telephone

Facsimile

E-Mail Address

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

Telephone

Facsimile

E-Mail Address

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

Name

Title

Address

City

County

Zip

Telephone

Facsimile

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) for \$50 to:



Bridget Dewees
South Carolina Quality Forum
PO Box 3435
Summerville, SC 29484-3435
(803) 535-5793

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 Products

Code	Sector
1	Agriculture-crops
2	Agriculture-livestock
8	Forestry
9	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
7	Agricultural 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

APPLICATION FORM

1. APPLICANT

Company/Organization Name

Address

City

County

Zip

Telephone

Facsimile

E-Mail Address

2. SIZE OF ORGANIZATION

Total number of employees (within South Carolina)

3. BUSINESS OVERVIEW AND APPLICATION REPORT

Submit with this form

4. FEES AND MAILING ADDRESS

Enclose appropriate fee of \$2,000

Return the original and 10 copies of the Application Form, Business Overview, Application Report, and check (payable to the South Carolina Quality Forum) to:



Bridget Dewees
South Carolina Quality Forum
PO Box 3435
Summerville, SC 29484-3435
(803) 535-5793

5. APPLICATION PERMISSION

The Award Committee may wish to publicize specific award events during the assessment/award cycle. Do we have your permission to publicize your organization's name prior to the determination of award recipients?

Yes No

6. AUTHORIZING OFFICIAL

Signature

Name/Title

Date

7. EXAMINER CANDIDATE (REQUIRED)

Name

Address

City

County

Zip

Telephone

Facsimile

E-Mail Address