

# Louisiana Performance Excellence Award

## Board of Examiners

The Louisiana Performance Excellence Award is an annual award modeled after the Malcolm Baldrige National Quality Award, designed to recognize Louisiana organizations which demonstrate superior quality practices. There are no limitations on size of the organization, and multiple awards are available in each category.

### ***Board of Examiners***

The Board of Examiners is comprised of quality and business professionals from across Louisiana to serve as Examiners for this Award cycle. **TO BECOME AN EXAMINER, YOU MUST TAKE PART IN A PREPARATION COURSE BASED UPON THE CRITERIA, THE SCORING SYSTEM, AND THE EXAMINATION PROCESS. IN ADDITION, EXAMINERS MUST BE AVAILABLE SEPTEMBER 2009 THROUGH JANUARY 2010 TO REVIEW WRITTEN AWARD APPLICATIONS AND MAKE SITE VISITS.**

The schedule for the Examiner application process for this Award cycle is:

March	Examiner Applications Available on LQF website
May 29	Examiner Applications Mailed Out
August 3	Examiner Applications Due
August 17	Examiner Notification
September 9-11	Examiner Training
Sept. 11– Nov. 6	Independent Review
Nov. 6-13	Consensus Review
Dec.7-11	Site Visits
January 18	Complete Feedback Report to Judges
February 5	Complete Final Feedback Report to LQF Board

### ***Fees***

First-time examiners will be charged \$300 for the training, which must be submitted with your application. This involves 2 ½ days of training in September that will take place in Lafayette. The fee includes the latest edition of the “Insights to Performance Excellence” book and all meals during the training day. Examiners who successfully complete the full assessment process may attend the awards banquet free of charge, a \$150 value.

**Training participants who cancel less than 10 days before the training will be charged a \$25.00 handling fee. All examiners completing the training are expected to participate in an examining team.**



## ***Award Criteria***

The award criteria are patterned after the Malcolm Baldrige National Quality Award.

<b>Business Criteria</b>	<b>Education Criteria</b>	<b>Health Care Criteria</b>
1. Leadership	1. Leadership	1. Leadership
2. Strategic Planning	2. Strategic Planning	2. Strategic Planning
3. Customer & Market Focus	3. Student, Stakeholder & Market Focus	3. Focus on Patients, Other Customers & Markets
4. Measurement, Analysis & Knowledge Management	4. Measurement, Analysis & Knowledge Management	4. Measurement, Analysis & Knowledge Management
5. Human Resource Focus	5. Faculty & Staff Focus	5. Staff Focus
6. Process Management	6. Process Management	6. Process Management
7. Business Results	7. Organizational Performance Results	7. Organizational Performance Results

### ***Selection of Examiners***

Examiners who will review written award applications and conduct site visits are selected based on their knowledge of the quality process and their capability to evaluate organizations within the award categories. Successful applicants will come from business and industry, trade and professional associations, universities, government agencies, education and health care organizations, and from the ranks of the retired. Board members are selected on the basis of their personal qualifications and are not considered representatives of their employers or any other organization. Those selected must meet high standards of qualification and peer recognition.

### ***Examiner Qualifications***

- Broad knowledge of total quality
- Breadth and diversity of experience
- Education and training
- Achievements and recognition
- Personal references
- Communication skills

Sector coverage and balance are important selection considerations because Award applicants come from manufacturing firms, service firms, non-profit organizations, government agencies and education organizations. Efforts are made to ensure broad participation and to minimize disproportionate involvement by one sector or by employees from a single company.

### ***Selection Authority***

Examiners are appointed by the Louisiana Quality Foundation. Senior Examiners are selected from among the Examiner selectees.

### ***For more information on the Award Application Process, write or call:***

Rebecca Scherff  
 (rebecca.scherff@mepol.org)  
 Louisiana Quality Foundation  
 c/o Louisiana Productivity Center  
 P. O. Box 44172  
 Lafayette, LA 70504-4172  
 Phone: (337) 482-6728  
 Fax: (337) 262-5472



## ***Selection Factors for the Board of Examiners***

Applications for the Board of Examiners are evaluated on the basis of: Breadth of Experience, Diversity of Experience, Leadership and External Representation, Degree of Specialization, and Knowledge of Quality, Business, or Specialization.

**Breadth of Experience** - refers to having experience in most or all of the seven categories of the Award evaluation. Current or previous positions may show responsibilities for a wide range of activities. For example, employment history may show: supervision of people to understand Human Resource Focus (Category 5), or production supervision to understand Process Management (Category 6), or marketing oversight to understand Customer and Market Focus (Category 3).

**Diversity of Experience** - (sector coverage) refers to having in-depth experience in several industrial or service sectors [see the Standard Industrial Classification (SIC) codes attached].  
**Leadership/External Representation** - refers to ability to communicate as a spokesperson for the Award, analytical skills to serve as a good Examiner, and interpersonal skills to serve as a good team member.

**Degree of Specialization** - refers to the extent to which an applicant understands and has applied quality subdisciplines.

**Knowledge of quality, business, or specialization** - refers to formal studies and accomplishments which may include degrees or certificates earned, papers written, etc.

## ***Composition and Duties of the Board of Examiners***

Examiner applicants selected for service will be divided into two categories:

### **Examiners**

Examiners review, comment upon, and score written applications and prepare feedback reports to applicants. They also participate in consensus evaluations and site visits.

### **Senior Examiners**

Senior Examiners review, comment upon, and score written applications and prepare feedback reports to applicants. They also lead consensus evaluations and site visit teams.



## ***Terms and Conditions of Appointment***

**(1) Completion of Application**

Prospective Examiner Board members must submit an Examiner application no later than August 1. All Board of Examiner candidates are required to reapply each year. Applicants will be informed of their status in the program by August 15.

**(2) Ethical Standards of Conduct**

Board members are expected to carry out their duties and responsibilities in the Award Program in accordance with the Code of Ethical Standards on page 6.

**(3) Disclosure of Conflict of Interest**

Those selected to serve on the Board must provide information regarding conflicts of interest after completion of the Examiner preparation course. Disclosure includes employers, significant ownership, and client relationships. Such information will be used only for purposes of Board assignments and will otherwise be kept confidential.

**(4) Term**

The term of Examiners and Senior Examiners is from the time of completion of the preparation course through the Award ceremony.

**(5) Time Commitment**

Applicants for the Board of Examiners should give careful consideration to the time commitment required to meet the Award review schedule. The actual commitment will depend on the number of applications reviewed and whether the Examiner participates in site visits. Although the program seeks to accommodate varying schedules, Examiners must be able to accommodate the program's critical review periods detailed in the Program calendar. A person who is considering applying to become a member of the Louisiana Performance Excellence Award Board of Examiners should be aware that 50 - 80 hours of time may be required to fulfill their commitment. The peak workload period will occur during October, November, and January. Review of written Award applications is carried out at the Examiner's work location or at his/her home. The work of the Board will also be conducted by mail, fax, e-mail, and phone. Travel is primarily required only to participate in the training course and to conduct site visits.

**(6) Preparation Course**

Participation by members of the Board of Examiners in the preparation course is critical to the Award Program success. The course will include a detailed review of the criteria, scoring system, evaluation process, consensus development, site visit requirements, and code of ethical standards. All Board members must attend the 2-1/2 day meeting. No makeup classes can be provided.



(7) **Adherence to Award Processes**

Board members are expected to meet all requirements associated with a fair and competent evaluation including use of the Award criteria and scoring system and meeting site visit requirements. Good documentation and written communication are essential parts of the overall review process.

(8) **Assignments**

The Award Program seeks to provide the fairest, most competent evaluation of each application. Accordingly, Board members are assigned to applications on the basis of their knowledge and experience, consistent with the requirements to avoid conflicts of interest, to apportion the application load equitably, and to adhere to agreed-upon schedules.

(9) **Compensation / Reimbursement**

Fees for firms applying for the Louisiana Performance Excellence Award are kept to a minimum. Consequently, the program needs to operate with maximum voluntary support. The program will pay a per diem rate to Examiners for travel and expenses if the Examiners are not supported by their employers. It is hoped that the employers of many examiners will offer to cover travel expenses as a contribution to the Louisiana Performance Excellence Award program. The Program does not pay honoraria. **The Program does not pay for travel or expenses to attend the examiner training session.** Applicants are requested to indicate on their application whether travel expense reimbursement is required.



## *Code of Ethical Standards*

### **Declaration of Principles**

Members of the Board of Examiners for the Louisiana Performance Excellence Award pledge to uphold their professional principles in the fulfillment of their responsibilities. In promoting high standards of public service and ethical conduct, Board Members:

- Shall not represent conflicting or competing interests, nor place themselves in such a position where the Board Members' interest may be in conflict, or appear to be in conflict, with the purposes and administration of the Award;
- Shall safeguard the confidences of all parties involved in the judging or examination processes, of present or former applicants, including such information disclosed in the context of communications relating to an anticipated professional relationship with potential applicants;
- Shall not accept retainers, commissions, or valuable consideration from those past or present Award applicants or interested parties in exchange for offering confidential information or disclosures which may in any way influence the Award integrity or process, currently or in the future;
- Shall not serve any private or special interest in fulfillment of the duties of a Judge or Examiner, therefore excluding, by definition, the examination of any company, division, or business unit of which he/she is employed or of which a consulting arrangement is in effect or anticipated;
- Shall not serve as Examiner of a primary competitor of any company, division, or business unit of which he/she is employed or of which a consulting arrangement is in effect or anticipated;
- Shall not intentionally communicate false or misleading information which may compromise the integrity of the Award process or decisions therein.

Furthermore, it is pledged that as a member in good standing of the Board of Examiners, each Board Member shall endeavor to aid the professional development and advancement of the Louisiana Performance Excellence Award as it serves to stimulate Louisiana companies to improve quality and productivity through improved quality management.



## *Standard Industrial Classification (SIC) Codes*

*Note: The list of codes shown below is only a partial list. Try to find code(s) that match your work experience and list these on the first page of the Examiner Application. If no codes match your work experience, then list no SIC codes.*

### **Manufacturing and Products**

<b>Code</b>	<b>Sector</b>
01	Agriculture-crops
02	Agriculture-livestock
08	Forestry
09	Fishing, hunting, and trapping
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 milled wood products
25	Furniture and fixtures
26	Paper and allied products
27	Printing and publishing
28	Chemicals
29	Petroleum end coal products
30	Rubber and plastics
31	Leather and leather products
32	Stone, clay, glass, & 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
87	Engineering & management services
89	Miscellaneous services
91	General government
92	Justice, public order & safety
99	Non-classifiable establishments

### **Services**

<b>Code</b>	<b>Sector</b>
07	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 & 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 pieces
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



**LOUISIANA PERFORMANCE EXCELLENCE AWARD - BOARD OF EXAMINERS**

**APPLICATION**

Your application must be postmarked no later than August 3. To be eligible for consideration you must submit this application, **including \$300.00 fee for first-time examiners.**

Send the original application to: Louisiana Quality Foundation  
c/o Louisiana Productivity Center  
P. O. Box 44172  
Lafayette, Louisiana 70504-4172  
Phone: (337) 482-6728  
Fax: (337) 262-5472  
Or Email: rebecca.scherff@mepol.org

Last Name: First Name: Middle Initial: Prefix

Employer:

Work Address: City: State: Zip:

Home Address: City: State: Zip:

Work Phone: Work Fax: Home Phone: Home Fax:

Email Address:

SIC codes relevant to your expertise, if known (see page 7):

Preferred Phone: (  ) Work (  ) Home Preferred Mailing Address: (  ) Work (  ) Home

If you have been an Examiner previously, please list:

Name Preference for Name Tag:

Name Preference for Certificate:

**LOUISIANA PERFORMANCE EXCELLENCE AWARD - BOARD OF EXAMINERS**



## EMPLOYMENT EXPERIENCE

Please note your employment history beginning with the present. *Copy this page* if additional pages are needed.

Employer:                      Dates: from                      to

Job Title:                      Full-Time     Part-Time                       Hours per Week:

Organization Unit:                      Number of Employees:

Supervisor's Name:                      Phone Number:

Types of Products or Services:

Your duties (include types of products/service):

Experience in Quality associated with above Duties:

Areas of Expertise (technical, professional, and quality):

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Employer:                      Dates: from                      to

Job Title:                      Full-Time     Part-Time                       Hours per Week:

Organization Unit:                      Number of Employees:

Supervisor's Name:                      Phone Number:

Types of Products or Services:

Your duties (include types of products/service):

Experience in Quality associated with above Duties:

Areas of Expertise (technical, professional, and quality):



**EDUCATION AND TRAINING**

Include name and location of institution or organization along with dates and degree(s) or certifications received. Include both credit and non-credit courses.

**ACHIEVEMENTS, RECOGNITION AND AFFILIATIONS**

Include also any publications or major reports relevant to quality (please limit to five examples). Include professional affiliations relevant to quality.



## REFERENCES

List three references who are familiar with your work in Quality.

**1.**

Last Name:                      First Name:                      Title:                      Phone:

Address:

City:                      State:                      Zip:

**2.** \_\_\_\_\_

Last Name:                      First Name:                      Title:                      Phone:

Address:

City:                      State:                      Zip:

**3.** \_\_\_\_\_

Last Name:                      First Name:                      Title:                      Phone:

Address:

City:                      State:                      Zip:

