

Governor's Award for Quality and Productivity (GAQP)

Agency/Office Coordinator Information

GAQP Program: The GAQP is a *team* award recognizing employee ingenuity annually in three categories within Missouri state government.

- **Customer service excellence**
- **Efficiency/process improvement**
- **Innovation**

Any team consisting of 2 to 20 members, employed by the State who worked together within their own agency, or who worked with another section, division, or agency, or worked in concert with employees from a city, county, federal agency, or community organization to implement a project may submit a nomination.

Responsibilities of a GAQP Agency/Office Coordinator: Coordinators play an essential role in the administration of the awards program by:

- Forwarding an email from the GAQP Program Administrator to agency leadership* notifying them nominations are being accepted. The email will include:
 - General information about the program including nomination categories
 - A [link](#) to the Program homepage where more program information can be found including:
 - [Frequently asked Questions](#)
 - [Nomination Check List](#)
 - The GAQP Nomination Form
 - A link to the GAQP Program Administrator who serves as a resource and fields questions
 - A deadline for agencies to submit nominations

**Note: Agency leadership will determine how information about the GAQP program will be distributed*

Since nominations must be reviewed and signed by Agency Directors, Coordinators must establish an internal agency/office deadline for nomination submissions that allows time for:

- The Coordinator to review nominations to ensure they are complete
- Agency Directors to review and sign off on nominations
- Submission of nominations to the Program Administrator

Agency/Office Coordinators are responsible for reviewing nominations and ensuring:

- All team members names have been included (20 maximum – majority of team members must be state employees)
- All team members names are spelled correctly and are listed on the nomination form alphabetically by last name
- Team members titles are included and current
- Organization where employee works is listed
- All applicable signatures are on the form
- Nominations are filled out completely
- All acronyms and technical terms are clearly identified
- Each nomination is in the correct category (i.e., be familiar with the category descriptions)
- Nominations contain supporting and measurable information/documentation
- Agency Director has approved and signed all nominations

After nominations are sent to the Program Administrator they are submitted to the GAQP Selection Committee who makes recommendations to the Governor's Office. After winning teams have been approved by the Governor's Office, the Commissioner of the Office of Administration notifies the appropriate Agency Directors and Agency Coordinators.

All Agency/Office Coordinators will be notified of the winning teams and are responsible for notifying and or recognizing teams that were nominated but not selected.

GAQP Presentation Ceremony: Coordinators from Agencies with winning teams are responsible for:

- Serving as the point-of-contact for all information regarding their agency's winning team(s) at the GAQP Presentation Ceremony and reception
- Ensuring each winning team member receives his/her Presentation Ceremony Invitation
- Preparing and sending to the Program Administrator the RSVP list of award recipients planning to attend the presentation ceremony
- Facilitating Agency approval of Ceremony Program language (team executive summary), and information printed on recipients awards regarding their teams accomplishments
- Being present at award presentation ceremony and serving as staff support
- Picking up awards for any team member not attending the ceremony and forwarding the award to recipients
- Forwarding links to videos and photos taken at the presentation ceremony to award recipients

“National Anthem” Acapella Singing Challenge: The singing of the National Anthem always begins the GAQP presentation ceremony.

- The Program Administrator will notify agency coordinators by email when auditions are being accepted
- Agency Coordinators will forward the email on to agency co-workers requesting “National Anthem” auditions
- Auditions (recorded on mp3 format) the agency coordinator receives from agency co-workers is then forwarded on to the Program Administrator

Julie Schlup, the GAQP Program Administrator, can also answer questions. She can be reached at Julie.Schlup@oa.mo.gov , or by phone at (573) 522-1336.