# Governor's Award for Quality and Productivity

The Governor's Award for Quality and Productivity (GAQP) is administered by the Office of Administration, Division of Personnel's Center for Management and Professional Development.  The GAQP recognizes teams of state employees for service excellence, efficiency, innovation, technology, process improvement, and employee development in Missouri state government.

**The Center:**
- Actively solicits nominations from all 3 branches in state government
- Recruit and meet with Agency Coordinators to ensure agency representation
- Identify date and location for ceremony and reception
- Coordinate with the Governor's Office/Commissioner's Office and Department Directors
- Reserve event locations with Facilities Management
- Schedule Caterer, and Photographer as needed
- Maintain and update GAQP web page
- Coordinate GAQP application process
- Coordinate and oversee Selection Committee activities and selection process
- Ensure all awards are ordered
- Identify and schedule event staff volunteers

## Selection Process

Winning projects must meet established requirements of effectiveness, responsiveness, and efficiency of such quality that would make the project a model of excellence in state government nationally. Teams must provide documentation which may include, but is not limited to, background information, measures, and measurable impact of the project nominated.  Nominations are distributed to each Selection Committee Member for the categories:
- Customer Service
- Efficiency/ Process Improvement
- Innovation
- Technology in Government
- **Pinnacle Award** [this category is only available to the GAQP Selection Committee]

Each Committee member individually reviews each nomination and assigns a point value for:
- Ground-Breaking Idea
- Documentation
- Rate the Measurement
- Recommend project as a statewide benchmark (ideal goal/model) of quality and productivity

There will be only one winner per category and if, in the opinion of the Committee, a category does not have nominations meeting the criteria of the award the category will not be awarded.  The Committee meets to   review and hold in depth discussion for each nomination and identifies potential winners.  When appropriate, representatives from the identified projects will give a presentation to the Committee for use in final selection.  The Committee's selections are sent to the Commissioner of the Office of Administration for review and        approval from the Governor.

A ceremony awarding teams is typically held in early fall.