



2009-2010  
**Florida Sterling Council**  
**Team Showcase**

**Information Packet**

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# INTRODUCTION

The annual Florida Sterling Conference Team Showcase competition provides a public forum for teams to display the principles and techniques of solving problems, improving processes, reducing cycle time or costs, and contributing to the organization's achieving performance excellence. The competition focus is on how and what the teams did within a defined period of time. Showcase attendees have a great opportunity to learn from the successes of others. Team participation in this event helps reward and recognize team members for their outstanding efforts and contributions. Typically, team projects fall into one of two categories:

**Problem-Solving Project:** The team was formed to resolve a specific problem; the team will focus on root cause(es) of the problem and solutions to resolve the problem.

**Improvement or Innovation Project:** The team was formed to explore improvements to an existing process or to implement a new process, product, or service; the team will focus on changes and courses of action to improve/implement the new process, product, or service.

## WHAT'S IN IT FOR YOUR ORGANIZATION?

- **Recognition** for your employee teams and your organization's improvement activities.
- Use of criteria to assess the use of a **systematic problem-solving process**.

## WHAT'S IN IT FOR PRESENTING TEAM MEMBERS?

- **Develop competencies in communicating an improvement project using a comprehensive, effective and systemic approach**
- **Enthusiasm and motivation**
- **Learn from other presenting teams**

## STERLING TEAM SHOWCASE PARTICIPATION

The *Sterling Team Showcase Criteria* provide concepts and guidelines for teams to show their approach to fulfilling the Florida Sterling Criteria for Organizational Excellence. The criteria used by the showcase judges to evaluate the tools and techniques the team used and the results achieved.

The first phase of participation in the Sterling Team Showcase is to submit the written application. Teams submit a written application/report, by email **electronically**, of the team's project to the Florida Sterling Council. The applications should be emailed to [JSherlock@floridasterling.com](mailto:JSherlock@floridasterling.com) and copied to [Combasss@dor.state.fl.us](mailto:Combasss@dor.state.fl.us) no later than the last week in February.

Details on the team showcase are on page 17 and are available at [www.floridasterling.com](http://www.floridasterling.com). During the first phase of the judging process, the written application is scored against the Criteria in Categories 1 through 4 by a team of experienced independent judges and constitutes 80% of team's overall score. The remaining 20% of the score is based the Category 5 criteria and an oral presentation at the annual Sterling Conference Team Showcase. The *Notes* under each Category item are to be used as guidance for team responses and the judging process.

The Judges, using the scoring guidelines in this packet, will decide up to six teams that best meet the Team Showcase Criteria from all applications presented. Those teams are then eligible to compete at the annual Florida Sterling Conference Team Showcase in Orlando. The winning team at the annual conference is eligible to compete at the National American Society for Quality (ASQ) team showcase.

# TEAM SHOWCASE CRITERIA & SCORING GUIDELINES

Written Application  
Categories 1 - 4  
(100 points – 80% of total score)

## Category 1: Project Selection and Purpose (11 items @ 2 points each = 22 points possible)

- 1.1 Explain the methods used to choose the project. (Provide specific examples of techniques and data used).
- Describe the types of data and quality tools used to select the project, and why they were used.
  - Explain the reasons the project was selected.
  - Describe the involvement of potential stakeholders in project selection.
- 1.2 Explain how the project supports/aligns with the organization's goals, performance measures, and/or strategies.
- Identify the affected organizational goals, performance measures, and/or strategies.
  - Identify the types of impact on each goal, performance measure, and/or strategy.
  - Identify the degree of impact on each goal, performance measure, and/or strategy and how this was determined.
- 1.3 Identify the potential stakeholder (those affected by the project) and explain how the program may impact them.
- Identify potential internal and external stakeholders and explain how they were identified.
  - Identify the types of potential impact on stakeholders and how these were determined.
  - Identify the degree of potential impact on stakeholders and explain how this was determined.
- 1.4 Explain how team members were selected and managed.
- Explain how team members were selected and how the team was prepared to work together in addressing the project.
  - Explain how the team managed its performance to ensure it was effective as a team.

## Category 2: Current Situation Analysis (6 items @4 points = 24 points possible)

- 2.1 Explain the approach/process the team used to identify the potential root cause(s)/improvement opportunity(ies).
- Describe the process, methods and tools used to identify possible root causes/improvement opportunities.
  - Describe the team's analysis of data to identify possible root causes/improvement opportunities.
  - Describe how or if any of the stakeholders were involved in identifying the possible root causes/improvement opportunities.

- 2.2 Describe how the team analyzed information to identify the final root cause(s)/improvement opportunity(ies).
- a. Describe the process used to identify the final root cause(s)/improvement opportunity(ies).
  - b. Describe the team's analysis of data to select the final root cause(s)/improvement opportunity(ies).
  - c. Identify the root cause(s)/improvement opportunity(ies) and explain how the team supported these.

**Category 3: Solution Development (9 items @ 3 points = 27 points possible)**

- 3.1 Explain the methods used to identify the possible solutions/improvement actions.
- a. Describe the methods and tools used to develop possible solutions/improvement.
  - b. Describe the team's analysis of data to develop possible solutions/improvement.
  - c. Point out the criteria the team decided to use in selecting the final solution(s)/Improvement action(s).
- 3.2 Explain how the final solution(s)/improvement action(s) was/were determined.
- a. Describe the methods and tools used by the team to select the final solution(s)/improvement action(s).
  - b. Describe the team's analysis of data to select the final solution(s)/improvement action(s).
  - c. Describe the involvement of stakeholders in the selection of the final solution(s)/improvement action(s).
- 3.3 Explain the final solution(s)/improvement action(s), validation, and the benefits expected to be realized by carrying out the team's solution(s)/improvement action(s).
- a. Describe the final solution(s)/improvement action(s) and explain how the team supported these.
  - b. Point out the types of tangible and intangible benefits that are expected to be realized by implementing the team's solution(s)/improvement action(s).
  - c. Explain how the team used data to justify the implementation of the team's solution(s)/improvement action(s).

**Category 4: Project Implementation and Results (9 items @ 3 points = 27 points possible)**

- 4.1 Explain how buy-in/agreement was achieved for implementation.
- a. Indicate the types of internal and external (if applicable) stakeholder involvement in implementation.
  - b. Describe how various types of resistance were identified and addressed.
  - c. Explain how stakeholder buy-in was ensured.

- 4.2 Explain the approach used by the team to implement its solution(s)/improvement action(s) to ensure the results.
- a. Describe the plan developed by the team to implement its solution(s)/improvement action(s).
  - b. Describe the procedure, system, or other changes made to implement the solution(s)/improvement action(s).
  - c. Describe the creation and installation of a system for measuring and sustaining results.
- 4.3 Describe the results.
- a. Point out the types of tangible and intangible results realized.
  - b. Explain how the project's results link with the organization's goals, performance measures, and/or strategies.
  - c. Explain how results were shared with stakeholders.

# TEAM SHOWCASE CRITERIA & SCORING GUIDELINES

Oral Presentation  
Category 5  
(25 points – 20% of total score)

## Category 5: Presentation (25 points)

- 5.1 How well did you tell your story (7 points)
- Tell your team's story from team selection through results.
  - Ensure the audience understands all the steps the team took.
  - Make your presentation dynamic, exciting and entertaining to the audience.
- 5.2 What lessons did you learn (10 points)
- Explain team members' personal/professional growth because of the team experience.
  - Explain organizational transformation based on lessons learned by the team on this project.
  - Tell how/why team activities create learning opportunities for the audience.
- 5.3 Visual Presentation (8 points)
- Team may use charts, graphs and other aids such as video and music to support the presentation
  - Strive for overall visual and aesthetic effects that add a dynamic and exciting element to the presentation.

### Notes:

- Team presentations are a maximum of 10 minutes. Points may be deducted for exceeding the time limit.
- Teams are allowed to use PowerPoint Presentations, music, videos, props, costumes and other aids to strengthen their presentations. Be careful not to substitute technology for substance in presenting your team's projects.
- The regional showcase coordinator will provide technical support to teams as they prepare the presentation.

# JUDGES' SCORING & SUMMARY SHEETS

Team Name: \_\_\_\_\_

Region # \_\_\_\_\_

## Category 1: Project Selection and Purpose (11 items @ 2 points each = 22 points possible)

### Category 1 Scoring Matrix:

Judging Option	Score	Explanation
Not Covered	0 point	Not covered or totally missing
Unclear	.5 (1/2) point	Touched on, but not clear. Not enough information to find out if the team's approach met or could meet the criteria requirements.
Meets Criteria	1 point	Enough information is provided to determine the team's approach met the criteria requirements.
Exceeds Criteria	2 points	Team's approach goes beyond meeting the criteria and provides extra clarification pointing out increased accuracy in the team's analysis, actions and/or conclusions. Integration with other criteria items is clear and increases the team's overall results. A "best practice" or "role model" approach.

1.1 Explain the methods used to choose the project. (Provide specific examples of techniques and data used).

\_\_\_\_\_ Describe the types of data and quality tools used to select the project, and why they were used.

\_\_\_\_\_ Explain the reasons why the project was selected.

\_\_\_\_\_ Describe the involvement of potential stakeholders in project selection.

1.1 total \_\_\_\_\_

1.2 Explain how the project supports/aligns with the organization's goals, performance measures, and/or strategies.

\_\_\_\_\_ Identify the affected organizational goals, performance measures, and/or strategies.

\_\_\_\_\_ Identify the types of impact on each goal, performance measure, and/or strategy.

\_\_\_\_\_ Identify the degree of impact on each goal, performance measure, and/or strategy and how this was determined.

1.2 total: \_\_\_\_\_

1.3 Identify the potential stakeholder (those affected by the project) and explain how the program may impact them.

\_\_\_\_\_ Identify potential internal and external stakeholders and explain how they were identified.

\_\_\_\_\_ Identify the types of potential impacts on stakeholders and how these were determined.

\_\_\_\_\_ Identify the degree of potential impact on stakeholders and explain how this was determined.

1.3 total \_\_\_\_\_

- 1.4 Explain how team members were selected and managed.  
 \_\_\_\_\_ Explain how team members were selected and how the team was prepared to work together in addressing the project.  
 \_\_\_\_\_ Explain how the team managed its performance to ensure it was effective as a team.

1.4 total \_\_\_\_\_

**Category 1 total: \_\_\_\_\_ Points of 22 Possible Points**

Identify 2-4 Key Category 1 Strengths:

- 

Identify 2-4 Key Category 1 Opportunities for Improvement:

- 

**Category 2: Current Situation Analysis (6 items @4 points = 24 points possible)**

Category 2 Scoring Matrix:

Judging Option	Score	Explanation
Not Covered	0 point	Not covered or totally missing
Unclear	1 point	Touched on, but not clear. Not enough information to decide if the team's approach met or could meet the criteria requirements.
Meets Criteria	2 points	Enough information was provided to decide the team's approach for meeting the criteria requirements.
Exceeds Criteria	4 points	Team's approach goes beyond meeting the criteria and provides more clarification pointing out increased accuracy in the team's analysis, actions and/or conclusions. Integration with other criteria items is clear and increases the team's overall results. A "best practice" or "role model" approach.

- 2.1 Explain the approach/process the team used to identify the potential root cause(s)/improvement opportunity(ies).  
 \_\_\_\_\_ Describe the methods and tools used to identify possible root causes/improvement opportunities.  
 \_\_\_\_\_ Describe the team's analysis of data to identify possible root causes/improvement opportunities.  
 \_\_\_\_\_ Describe how or if any of the stakeholders were involved in identifying the possible root causes/improvement opportunities.

2.1 total \_\_\_\_\_

2.2 Describe how the team analyzed information to identify the final root cause(s)/improvement opportunity(ies).

\_\_\_\_\_ Describe the process used to identify the final root cause(s)/improvement opportunity(ies).

\_\_\_\_\_ Describe the team’s analysis of data to select the final root cause(s)/improvement opportunity(ies).

\_\_\_\_\_ Identify the root cause(s)/improvement opportunity(ies) and explain how the team validated these.

2.2 total \_\_\_\_\_

**Category 2 total: \_\_\_\_\_ Points of 24 Possible Points**

Identify 2-4 Key Category 2 Strengths:

- 

Identify 2-4 Key Category 2 Opportunities for Improvement:

- 

**Category 3: Solution Development (9 items @ 3 points = 27 points possible)**

Category 3 Scoring Matrix:

Judging Option	Score	Explanation
Not Covered	0 point	Not covered or totally missing
Unclear	1 point	Touched on, but not clear. Not enough information to decide if the team’s approach met or could meet the criteria requirements.
Meets Criteria	2 points	Enough information is provided to decide the team’s approach met the criteria requirements.
Exceeds Criteria	3 points	Team’s approach goes beyond meeting the criteria and provides more clarification pointing out increased accuracy in the team’s analysis, actions and/or conclusions. Integration with other criteria items is clear and increases the team’s overall results. A “best practice” or “role model” approach.

3.1 Explain the methods used to identify the possible solutions/improvement actions.

\_\_\_\_\_ Describe the methods and tools used to develop possible solutions/improvement activities.

\_\_\_\_\_ Describe the team’s analysis of data to develop possible solutions/improvement activities.

\_\_\_\_\_ Point out the criteria the team decided to use in selecting the final solution(s)/Improvement action(s).

3.1 total \_\_\_\_\_

3.2 Explain how the final solution(s)/improvement action(s) was/were determined.  
 \_\_\_\_\_ Describe the methods and tools used by the team to select the final solution(s)/improvement action(s).  
 \_\_\_\_\_ Describe the team's analysis of data to select the final solution(s)/improvement action(s).  
 \_\_\_\_\_ Describe the involvement of stakeholders in the selection of the final solution(s)/improvement action(s).

3.2 total \_\_\_\_\_

3.3 Explain the final solution(s)/improvement action(s), validation, and the benefits expected to be realized by carrying out the team's solution(s)/improvement action(s).  
 \_\_\_\_\_ Describe the final solution(s)/improvement action(s) and explain how the team supported these.  
 \_\_\_\_\_ Point out the types of tangible and intangible benefits that are expected to be realized by carrying out the team's solution(s)/improvement action(s).  
 \_\_\_\_\_ Explain how the team used data to justify the implementation of the team's solution(s)/improvement action(s).

3.3 total \_\_\_\_\_

**Category 3 total: \_\_\_\_\_ Points of 27 Possible Points**

Identify 2-4 Key Category 3 Strengths:

- 

Identify 2-4 Key Category 3 Opportunities for Improvement:

- 

**Category 4: Project Implementation and Results (9 items @ 3 points = 27 points possible)**

Category 4 Scoring Matrix:

Judging Option	Score	Explanation
Not Covered	0 point	Not covered or totally missing
Unclear	1 point	Touched on, but not clear. Not enough information to decide if the team's approach met or could meet the criteria requirements.
Meets Criteria	2 points	Enough information is provided to decide the team's approach met the criteria requirements.
Exceeds Criteria	3 points	Team's approach goes beyond meeting the criteria and provides more clarification pointing out increased accuracy in the team's analysis, actions and/or conclusions. Integration with other criteria items is clear and increases the team's overall results. A "best practice" or "role model" approach.

- 4.1 Explain how buy-in/agreement was achieved for implementation.  
\_\_\_\_\_ Point out the types of internal and external (if applicable) stakeholder involvement in implementation.  
\_\_\_\_\_ Describe how various types of resistance were identified and addressed.  
\_\_\_\_\_ Explain how stakeholder buy-in was ensured.

4.1 total \_\_\_\_\_

- 4.2 Explain the approach used by the team to carry out its solution(s)/improvement action(s) and to ensure the results.  
\_\_\_\_\_ Describe the plan developed by the team to carry out its solution(s)/improvement action(s).  
\_\_\_\_\_ Describe the procedure, system, or other changes that were made to carry out the solution(s)/improvement action(s) and to sustain the results.  
\_\_\_\_\_ Describe the creation and installation of a system for measuring and sustaining results.

4.2 total \_\_\_\_\_

- 4.3 Describe the results achieved.  
\_\_\_\_\_ Point out the types of tangible and intangible results that were realized.  
\_\_\_\_\_ Explain how the project's results link with the organization's goals, performance measures, and/or strategies.  
\_\_\_\_\_ Explain how results were shared with stakeholders.

4.3 total \_\_\_\_\_

**Category 4 total: \_\_\_\_\_ Points of 27 Possible Points**

Identify 2-4 Key Category 4 Strengths:

- 

Identify 2-4 Key Category 4 Opportunities for Improvement:

- 

**Total Score – Categories 1 – 4: \_\_\_\_\_ Points of Possible 100 Points**

## **CATEGORY 5 - PRESENTATION (25 points)**

### **5.1 How Well Did You Tell Your Story (7 points)**

- 1 points Presentation focused on one or two elements at the expense of a full telling of activities.
- 2 point Presentation told a logical story from selection to results.
- 4 points Presentation told a complete story with efforts made to increase the audience's ability to understand all the steps the team took.
- 7 points Presentation told a robust story that was dynamic, exciting and entertaining to the audience.

**5.1 Score: \_\_\_\_\_**

### **5.2 What Lessons Did You Learn (10 points)**

- 2 points The team provided limited insight into lessons learned, and what the audience could learn from the team as a result.
- 4 point The team tied lessons learned to personal/professional growth; evidence of involvement by all team members.
- 6 points Team explained how learning was shared outside the team to the benefits of workers, other teams, and stakeholders.
- 8 points The team transferred how and why its activities created learning opportunities for the audience. Examples provided resonated with the audience on a personal and organizational level.
- 10 points The team showed evidence of personal and organizational transformation based on lessons learned by the team on this project.

**5.2 Score: \_\_\_\_\_**

### **5.3 Visual Presentation (8 points)**

- 1 points Charts, graphs, and other aids supported the presentation.
- 3 point Charts, graphs, and other aids increased the presentation.
- 5 points The overall visual and aesthetic effect helped make the presentation interesting and entertaining.
- 8 points The overall visual and aesthetic effect created a dynamic and exciting element to the full presentation.

**5.3 Score: \_\_\_\_\_**

**Category 5 Total: \_\_\_\_\_ Points of Possible 25 Points**

Identify 2-4 Key Category 5 Strengths:

- 

Identify 2-4 Key Category 5 Opportunities for Improvement:

-

# TEAM SHOWCASE GUIDELINES

You are invited and encouraged to submit a team application, and are requested to take part in the Florida Sterling Team Showcase.

The Council is searching for teams to present their quality improvement success stories at the Team Showcase. Submitting a team application identifies your organization as one that supports quality practices, and is a perfect way to recognize your team for the efforts they have made. This will also provide them the opportunity to be recognized by the Florida Sterling Council at the at the state-level Team Showcase.

## A. Eligibility Requirements

Any organization, large or small, service or manufacturing, health care or education, public or private is eligible to sponsor a team. Teams will consist of three to twelve members, including a leader, mentor and/or facilitator. Teams may be quality circle, task force, cross-functional, vendor/supplier, and process or leadership types. Projects submitted must show principles and techniques of improving quality through team participation. Teams selected by the Judges during the first phase of the judging will be expected to take part in the state level team showcase.

## B. Instructions on Completing Your Application

Each team will submit **electronically** a typed presentation using the format included. More pages may be attached, but the application **must not exceed 15 single-sided pages with Aerial 12 font**. 50 percent of the application content must be verbiage. Charts and/or graphs that support the team's project may be included. Pages displaying charts are to be single-sided, with a maximum of four charts per page, clearly labeled, and referenced to support the written report.

## C. Sterling Conference Presentation Guidelines

- Presentation will not exceed 10 minutes in length.
- A minimum of three team members must take part in the presentation.
- Presentation must be in Microsoft PowerPoint.
- Brief music, videos, props, costumes and other aids that help the audience enjoy and understand the presentation are allowed.

*Note: Don't rely too heavily on technology (such a video clips) – be aware that because of equipment available at the showcase, the technology may not work. The score, as determined by the Judges, is based on the presentation of the team's work – not on technology used in the presentation, costumes, theatrics, stagecraft, or acting. Use of props is encouraged. Props can be anything that helps animate your team's story. However, props that need interaction with the audience are discouraged.*

Sterling Team Showcase Regional Coordinators are available to help teams in their preparation for the oral presentation at the Sterling Conference. A list of Coordinators and their contact information is provided on Page 21 of this packet. Regional Coordinators can help a team with developing their presentations and conducting practice presentation sessions. Each selected team will then present their oral story to the Statewide Team Showcase Coordinator either at the team's location or via WebEx. Each selected team is encouraged to make an additional three to four presentations to different audiences as they prepare for the Sterling Conference.

## **D. Application Evaluation and Selection of Showcase Participants**

Projects selected must show tracking from origin to implementation, including measurable results. Emphasis should be on team improvement/problem solving, and team conclusions. Projects must show principles and techniques of improving quality (defects-per-unit, cost, cycle-time, communication, customer satisfaction, etc.) through participation. The applications will be judged using the scoring criteria shown in the Florida Sterling Team Showcase Scoring Criteria, which is included with this packet.

## **E. Judging at the Sterling Conference Team Showcase**

Qualified Sterling Examiners, and other quality management professionals, and area leaders in the will be selected by the Sterling Council office to serve as judges. Score sheets will be completed by each judge and a consensus meeting will be held by the judges before the Team Showcase to determine consensus scoring levels for all criteria in categories 1-4. The written application accounts for 80 percent of the overall score. The oral presentation given at the Conference Team Showcase will account for the other 20 percent of the score. An official scoring entity will tabulate those scores for categories 1-5.

On Tuesday, prior to the state conference, the teams will meet individually with the Judges. These meetings will be coordinated with the rehearsal so your team isn't schedule to rehearse and meet with the Judges at the same time. The Judges will ask questions of the teams that emerged during the consensus process. The questions will apply solely to the application and will relate to the criteria. The intent of the question and answer portion is to clarify information related to the project. Each team will be allotted between 15-20 minutes of questions and answers. The entire team may be present during this session, but is restricted to only those team members listed on the written application. Any member of the team may answer a question. The team may not bring any extra supporting information into the session. The team will not be allowed to make any statements, and can only respond to specific questions. It is recommended that each team bring one or more copies of their written applications with them so they can refer to it as needed to help answer the Judges questions.

On completion of the interviews, the Judges will decide the final consensus scores based on the application/interview. Each team will have a single score, and that score will count for 80% of the total score.

## **F. General Information**

Each team selected by the Judges will compete at the Florida Sterling Conference and is responsible for all costs, including but not limited to conference registration, transportation, lodging, and the Awards Banquet.

The team showcase application is attached. Please complete and submit it electronically to the Sterling office showcase coordinator within the prescribed time frame to compete at the state-wide showcase level. Detailed information on the team showcases in available at [www.floridasterling.com](http://www.floridasterling.com).

Thank you.

# FLORIDA STERLING COUNCIL TEAM SHOWCASE APPLICATION

Team Name: \_\_\_\_\_

Team Point of Contact: \_\_\_\_\_

Team Company/Agency: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Team Members: (list)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date Project Started: \_\_\_\_\_

Project Description (Maximum of three sentences describing the project):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please attach your team's report, which responds to each question in the Team Showcase criteria for Categories 1-4. Remember, your application cannot exceed 15 pages. Email your completed Team Application to Jim Sherlock at [JSherlock@floridasterling.com](mailto:JSherlock@floridasterling.com), with a copy to Shirley Combass at [Combasss@dor.state.fl.us](mailto:Combasss@dor.state.fl.us).

## GLOSSARY OF TERMS

<p><b>Action Plan</b></p>	<p>A technique that documents everything that must be done to ensure effective implementation of a countermeasure or improvement.</p> <p>Or</p> <p>Specific actions that respond to short and longer term strategic objectives. They include details of resource commitments and time horizons for accomplishments.</p> <p>Or</p> <p>Actions plans are established to accomplish those things the organization must do for its strategies to succeed. Action plan development represents the critical stage in planning when general strategies and goals are made specific so that effective organization-wide understanding and deployment are possible. Deployment of action plans requires analysis of overall resource needs and creation of aligned measures for all work units.</p>
<p><b>Analysis</b></p>	<p>Separation of a substance into its constituent elements to determine either their nature (qualitative analysis) or their proportions (quantitative analysis)</p> <p>Or</p> <p>An examination of facts and data to provide a basis for effective decisions. Often involves the determination of cause-effect relationships</p>
<p><b>Approach</b></p>	<p>How an organization address requirements, methods and processes used by the organization/team.</p>
<p><b>Basic Quality Tools</b></p>	<p>Cause and effect diagram, brainstorming, histograms, nominal group techniques, multi-voting, pareto chart, scatter diagram, checklists, graphs, and control charts.</p>
<p><b>Benchmarking</b></p>	<p>The continuous search for best practices that lead to superior performance and that are beneficial in establishing performance targets and improved methods.</p> <p>Or</p> <p>Processes and results that represent best practices and performance for similar activities, inside or outside an organization's industry.</p>
<p><b>Countermeasure</b></p>	<p>A measure taken to counter an error/failure.</p>
<p><b>Criterion</b></p>	<p>A standard, rule, or test on which a judgment or decision can be based.</p>
<p><b>Customer</b></p>	<p>Actual and potential users of your organization's products or services.</p>
<p><b>Customer Input</b></p>	<p>Feedback from customers.</p>

<b>Deployment</b>	The extent to which an approach is integrated into an organization's daily operations.
<b>Effective</b>	How well an approach, process, or measure addresses its intended purpose.
<b>Evaluation</b>	An investigative procedure for developing a full understanding of how important process variables and their combinations affect output variation. The investigation either actively changes variable settings or observes random changes for variables that cannot be easily changed. The evaluation step answers the following four questions: 1) Which process variables and their interactions affect output? 2) What are approximate best settings of the important process variables? 3) What is an estimated improvement? 4) What is an approximate mathematical relationship between process variables and outputs.
<b>Goals</b>	A future condition or performance level that one intends to attain. Goals can be both short-term and long-term.
<b>Improvement Project</b>	An existing product, service, process, or system within an organization is improved (example: cycle time reduction, cost reduction, inventory reduction).
<b>Innovation</b>	Making meaningful change to improve products, services, and/or processes and create new value for stakeholders. Innovation involves the adoption of an idea, process, technology, or product that is either new or new to its proposed application.
<b>Innovation Project</b>	A product, service, process, or system that is new to the organization is developed and/or installed.
<b>Measures</b>	Numerical information that quantifies (measures) input, output, and performance dimensions of processes, products, services, and the overall organization.
<b>Methodology</b>	A set of phases, threads, or steps that have been developed to guide a planning or design effort: a framework or procedure that describes what tasks to perform, when to perform them, how to perform them, and how to manage the process. A methodology provides step-by-step instructions for planning, developing, and implementing change management, projects and process management in an organization.
<b>Objectives</b>	A performance or improvement target that supports the strategic goal and is measurable in terms of time, quality, quantity, and/or dollars. In order for objectives to be effective, they must be Specific, Measurable, Assignable, Realistic, and Time bounded (SMART).
<b>Outcomes</b>	A measure that outlines the social impact and payoffs of providing the outputs or the result a business process should achieve.
<b>Outputs</b>	The result of a process. Sometimes called the response of the process. The products or services that result from a process. Delivered service and/or product; the final end product or deliverable.
<b>Performance</b>	Performance refers to output results information obtained from processes,

	products, and services that permit evaluation and comparison relative to goals, standards, past results, and other indicators. Performance might be expressed in non-financial and financial terms.
<b>Performance Excellence</b>	An integrated approach to organizational performance management that results in delivery of ever-improving value to customers, contributing to marketplace success; improvement of overall organization effectiveness and capabilities; and organizational and personal learning.
<b>Problem Solving</b>	A systematic approach to problem solving that reinforces the Plan, Do, Study/Check, Act principle.
<b>Problem-solving Project</b>	There is a definite cause and effect relationship and one or more root causes with solutions.
<b>Process</b>	The sequence of activities by which material or energy is converted into a product or service. Processes are typically measured in terms of cost, quality, and time.  Or  Linked activities with the purpose of producing a product or service for a customer (user) within our outside the organization.
<b>Quality</b>	Providing value to customers by meeting their requirements and those of other stakeholders through the provision of products, services, and the consequence of operations.
<b>Results</b>	Outputs and outcomes achieved by an organization in addressing goals and objectives.
<b>Root Cause</b>	The verified primary driver of an undesired condition or problem.
<b>Stakeholder</b>	All groups that are or might be affected by an organization's actions and success.
<b>Statistical Tools</b>	Control charts, FMEA, ANOVA, Regression analysis, Design of Experiment
<b>Systematic</b>	Approaches that are repeatable and use data and information so that improvements and learning are possible.
<b>Techniques</b>	The systematic procedure by which a complex or scientific task is accomplished.

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