



# GOVERNOR'S TEAM EXCELLENCE AWARDS PROGRAM

## GEAR P3 INNOVATION AND EFFICIENCY AWARD CHAMPIONS AWARD

### AWARD CRITERIA

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The Governor's Team Excellence Awards (GTEA) are presented annually to teams of up to 20 state employees and encourage teamwork by recognizing efforts to use continuous quality improvement tools to excel in leadership, team dynamics, and communication to produce superior customer service and tangible results. This program is also intended to encourage employees to work across state agencies for a more effective and responsible state government.

The GEAR-P3 Innovation & Efficiency Award is the highest level of recognition in this program. This award is the result of a cooperative effort between the State, the GEAR Public-Private Partnership (P3) Taskforce, the Delaware business community, and the Delaware Business Roundtable. It was created to enable the Governor to recognize and incentivize outstanding teams of State employees that have clearly demonstrated a commitment to using continuous improvement methodologies and disciplined project management to deliver innovative, impactful, sustainable, and highly efficient business processes and services.

#### SELECTION CRITERIA

The criteria for evaluation are grouped into two categories: Team Operations (weighted at 50%) and Results (weighted at 50%). Teams selected for recognition of these awards must demonstrate excellence in all areas of project development and implementation.

#### Operations (50%)

Effectively managed projects demonstrate these characteristics:

- **Leadership** – Excellent teams become role models for other teams in the organization. They focus on goals, excel at communication, and lead their agencies to higher standards.
- **Systematic and data-driven approach to problem-solving** – Successful teams focus on problem identification as a crucial element for any improvement initiative, allowing them to pinpoint areas of inefficiency, understand the root causes of issues, and concentrate efforts on targeted solutions, ultimately leading to sustainable and meaningful change.
- **Alignment with Organization Mission and Strategic Goals** – Teams exhibit clarity of purpose in executing their charters and achieving goals in alignment with the organization's strategic plan.

- **Use of Best Practices, Continuous Quality Improvement, and Measurement Tools** – Effective teams use group processes and fact-based decision-making, employ tools and techniques that solve problems, improve work processes, and create environments of continuous learning.
- **Teamwork Processes** – Successful teams strive for excellence with every task, excelling at communication, organization, employee and stakeholder involvement, decision-making, and improvement strategies.

### **Results (50%)**

Results are measurable outcomes that contribute to the overall success of the organization. Results need to be aligned with the organization's mission and clearly tied to objectives stated in a project charter. Results must represent measurable and lead to sustainable performance. Examples of outstanding results include:

- Process efficiencies
- Cost savings
- Service delivery improvements
- Customer outcome improvements
- Reduced errors
- Return on investment

The verifiable results of the nominees will be evaluated in terms of significance to the state and the general public and in their development of best practices that reinforce continuous improvement in their organization. The results for teams selected for the awards may be subject to verification.

## **RECOGNITION OF RECIPIENTS**

The Governor's Team Excellence Award Program includes two levels of recognition.

**GEAR-P3 Innovation & Efficiency Award:** This top award recognizes teams with the highest levels of continuous improvement excellence and is sponsored through a public-private partnership (P3) initiative. It honors teams that not only use continuous improvement tools to achieve excellent outcomes but also develop innovative processes, establish best practices, and produce verifiable results that are sustainable, scalable, and adaptable to other areas of government. These teams serve as clear role models for other organizations.

A team recognized at the GEAR-P3 Award level receives a monetary award as part of its recognition. If there is more than one recipient, the available funds will be divided over the number of teams recognized. Teams selected for a GEAR-P3 Award are also presented with a trophy and certificates signed by the Governor and recognized at the Governor's Annual Recognition Event in May. It may be possible that no project qualifies for the GEAR-P3 award in a given year.

**Champions Award:** Recipients of this award must demonstrate a superior level of knowledge and use of continuous improvement tools and techniques. They must also have produced tangible results that lead to significant increases in efficiency, customer satisfaction, and/or cost savings. Team members selected for the Governor's Team Excellence Award are presented with a certificate signed by the Governor and the team's agency receives a Governor's Team Excellence Champions Award trophy.

## **ELIGIBILITY**

This program recognizes the outstanding work of State of Delaware employees ( i.e., Executive, Judicial, and Legislative branch employees, as well as casual/seasonal employees) on projects they implement within the State of Delaware. In addition, the teams' solutions must be implemented with a portion of the team's work being completed over the last 12 months. Teams that were nominated but not recognized at the highest level in previous years may re-apply.

Nominations may include up to 20 employees per team. For teams with more than 20 people, we strongly recommend identifying a core group or nominating multiple teams.

While all State employees are included in their team's recognition, some restrictions exist on the associated financial incentives. Contractors, appointed officials (defined as cabinet secretaries, deputy secretaries, division directors, deputy directors, or equivalent level positions in other agencies, such as deputy principal assistants or administrative managers serving at a deputy director level or higher), legislators, judges, and elected officials are not eligible for the financial incentives. Only one project candidate per agency or governmental organization can receive the GEAR-P3 award each year. In addition, the same teams are not eligible to receive the GEAR-P3 award for work on the same project in consecutive years.

## **NOMINATION PROCESS**

Nominations for the Governor's Team Excellence Award Program must include a completed nomination form addressing the team operations criteria and results questions. State agencies and the courts may submit multiple entries. Projects nominated must be implemented with measurable outcomes.

## **ENDORSEMENTS**

Nominations for the Award must be accompanied by two documents of support. One must be a letter of endorsement from the team's Cabinet Secretary/Agency Head. The other document should be an endorsement, testimonial, or feedback data from a stakeholder(s) or customer(s) that showcases the positive impact of the team's work.

## **SUBMISSION DEADLINE – JANUARY 31**

All nominations should be submitted through your agency's employee recognition coordinator. The coordinators should email nominations to [Statewide\\_Training@delaware.gov](mailto:Statewide_Training@delaware.gov) with the subject line: Governor's Team Excellence Award – [Agency Name]. The two required letters of support must be submitted with the nomination

## **SELECTION TEAM**

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## **FOR FURTHER INFORMATION OR QUESTIONS CONTACT**

Department of Human Resources/Training and HR Solutions, Tel: 302-739-1990 or visit our website at [State Employee Recognition Awards](#).