

# **INTERNATIONAL TEAM EXCELLENCE AWARD (ITEA) PROCESS – FREQUENTLY ASKED QUESTIONS**

## **Why should my team participate in the International Team Excellence Award Process?**

Participation in the ITEA process provides your team the opportunity:

- **TO LEARN:** Improve your projects by using the criteria as well as by seeing how others have employed it.
- **TO SHARE:** Showcase your project and gain recognition for your organization's continuous improvement process.
- **TO BENCHMARK:** See how your project measures up against both the criteria and the best of the best in quality processes from around the world!
- **TO BE RECOGNIZED:** Recognize employees and motivate staff to replicate quality practices throughout your organization.

Teams that submit entries to the ASQ-ITEA competition will receive a Summary document that provides combined Scoring and Feedback for both preliminary and final rounds, where appropriate. The Summary will include a score sheet that shows how the team performed in each of the criteria areas along with feedback on strengths and opportunities for improvement.

## **What are some of the additional values and benefits of participation?**

- Improved business performance. [Watch this video](#) from our 2018 Gold Award Recipient regarding the role of the ITEA Criteria within their organization.
- Reinforcement of organizational values.
- Support for self-assessment and improvement.
- Insight into achievement levels relative to the ASQ International Team Excellence Award criteria.
- Encouragement for workgroups to excel through organized, fact-based analysis and structured decision-making practices.
- Provision of opportunities for meaningful contribution in the success of the enterprise.
- Strengthening of relationships with partners/customers.

## **We completed a project last year; can we submit it this year?**

Yes, projects must either be active (still seeing results at the time of submission) or have been completed within the last 2 years and include measurable results. Projects must address all parts of the ITEA Criteria.

## **My team submitted a project last year. Can we resubmit the project again this year?**

No. Projects submitted previously are not eligible for resubmission.

## **Are we required to show proprietary and confidential information with the submitted projects?**

ASQ and ITEA understand and fully respect the need for companies to protect proprietary Information. The criteria do not require teams to provide proprietary or confidential information. It only requires the teams to align their project to the award criteria. However, data that forms the basis for project decisions and project results needs to be directionally and proportionally correct. If a company had a \$10mm increase in profit from \$100mm to \$110mm, but could not show actual numbers, it would be appropriate to show a 10% increase. It would be incorrect and misleading to show that profits went from \$10mm to \$20mm or \$200mm to \$210mm as both of those would misrepresent the actual results.

**How do I let ASQ know that I am interested in submitting our team’s project?**

Click [here](#) to complete the non-binding Intent to Submit Form as soon as possible. This will ensure you receive the latest information on deadline changes, resources, helpful tips, etc.

**We have several outstanding projects. How many projects can we submit?**

An organization may submit up to five entries from a single site (physical address).

**Our organization plans to submit 5 projects. Should I complete 5 Intent to Submit forms?**

No. You only need to complete one Intent to Submit form. The form includes a field where you should include the total number of projects you plan to submit.

**How many rounds of competition are there? And what are the deadlines?**

The process has two rounds. The first is the Preliminary Round. In this round, teams submit entry materials online. No travel is required for teams. Preliminary round entries are due by September 10. Teams and their projects are evaluated by a panel of judges in the Preliminary Round. Upon completion of Preliminary Round judging, teams are notified if they have qualified to present at the Final Round live competition, which takes place at ASQ’s World Conference on Quality and Improvement in Fort Worth, Texas, USA, May 20-22, 2019.

**The Preliminary Round deadline is approaching and I have not submitted an Intent to Submit form; do I have to submit that form and wait for some type of response before I can apply?**

It is not necessary to submit an Intent Form before submitting entry materials. However, teams that complete the non-binding Intent to Submit form will ensure that they receive the latest information on deadline changes, criteria, criteria template, helpful tips, etc.

**How do I know if I have the latest version of the Criteria?**

Click [here](#) to request the latest version of the criteria. Sections 2 and 4 of the Criteria include required templates which may be downloaded from the [ITEA Website](#).

**What needs to be submitted as part of the preliminary round application?**

Entry Materials for the Preliminary Round include completed online entry form, team photo, organization logo, PowerPoint file, and entry fee. These are all due by September 10<sup>th</sup>.

**What are the process steps for the preliminary round?**

STEP 1 – Complete and submit the non-binding [Intent to Submit Form](#).

STEP 2 – Identify project(s) completed in the last two years that achieved measurable results and that you plan to submit. Projects must either be active (still seeing results at the time of submission) or have been completed within the last 2 years and include measurable results.

STEP 3 – Create a PowerPoint presentation that describes your completed project(s).

STEP 4 – Ensure that any presentation aligns with the **Team Excellence Award Criteria**. Click [here](#) to request the latest version of the criteria.

STEP 5 – [Complete the online entry form](#) and [submit Entry Materials](#) and [Payment](#) by September 10, 2018.

**Should the criteria item be listed on each PowerPoint Slide?**

Each slide should have the criteria number (e.g., 1.01, 1.02, etc.). This will help the judging panel focus on the content of your presentation. Email [ITEA@asq.org](mailto:ITEA@asq.org) to request a sample presentation and access to the Criteria Overview Video.

### **Should we have animation?**

The team should do whatever they feel best tells their story. Animation that helps to focus attention on a key point is good. Too much animation can be a distraction. Keep in mind that the judging panel will be looking + listening + writing. If an animation covers up one key piece of information to focus on another, then some of the judges may never see your first key bit of information. This can hurt scoring. Any animation should enhance the message; never hurt it.

### **What is the best way to organize the PowerPoint Presentation?**

The PPT presentation should generally follow the criteria: background information should be given, the project approach should be covered, and then the actual project should be walked through with information provided that supports the team's decisions. The order of the criteria is there for a reason...it follows a typical path for most projects, building off criteria along the way. The reason for the presentation is for the team to share how they executed their project, showing evidence of addressing the criteria all the way through.

### **Is it important for the details on screen shots and charts to be clear and visible?**

- If they support the message the team is trying to convey and are explained appropriately to support the message, ABSOLUTELY. Well-designed graphs with appropriate narrative can often provide a better description than mere text being read...these also leave images in the judges' minds that may be easier to connect later.
- Furthermore, the team needs to decide the 'message' of each slide.
  - If the message is, 'we used lots of different tools,' then overlapping Pareto's, control charts, process maps, etc., where the details are unreadable, is no problem, if the type of tool is discernible.
  - If the message is, 'from this you can clearly see that our biggest problem was...,' then the judges should be able to see and understand that.
  - If the message is, 'our process was a mess,' then an unreadable Spaghetti chart that shows lines crisscrossing in every direction very much supports the message.

The slides and spoken words need to mutually reinforce each other and convey a single message.

### **How can I be sure that my PowerPoint follows the Preliminary Round submission requirements?**

Email [ITEA@asq.org](mailto:ITEA@asq.org) to request a sample presentation and access to the Criteria Overview Video.

Before uploading your PowerPoint file, please ensure that:

- The file is in Microsoft PowerPoint format.
- PowerPoint file size does not exceed 100 MB.
- Each slide includes notes pages narrative.
- Notes pages (for each slide) should not run off the page or be longer than one page.
- Slides and notes pages narrative are in English.
- Each slide includes slide numbers and relevant criteria item numbers.
- PowerPoint is aligned with the [Team Excellence Award Criteria](#). Section 6 (pages 16 & 17) includes collection of key points for team (s) to share its story.
- Terminology is consistent throughout (e.g., currency in US\$ or local currency)
- Reading of the required Notes Pages narrative does not exceed 45 minutes. Lead judge will stop the presentation at 45 minutes. This is done to be fair to all teams.

### **How important is the Notes Page Narrative?**

For the Preliminary Round, the Notes Page plus the slide content is what will be used to judge the project. Be aware that if a Notes Page says, "This is the critical information that made our project successful" the slide will be advanced in *less than 5 seconds* giving the judges NO chance to review the information that the team felt was critical. The Notes Pages should reflect whatever the team would say if they were explaining the slide to someone.

**Are there any other suggestions for a good PowerPoint presentation?**

- Consider using PPT's **Widescreen** format, but setting up the presentation to use **Standard** format space. This will leave about 30% of the screen blank for adding animation notes and graphics without having to be concerned about covering up material.
- Unless the slide is going to be visible for a relatively long time, a Widescreen format slide that uses the whole screen space may have too much information for the judges to take in.

**What is the cost to submit a project?**

The entry fee for the preliminary round is US \$650 per team. This fee goes towards the cost of administering the process.

**My organization has an Enterprise Membership. What is the cost to submit a project?**

The first entry is free. Each additional entry is \$500

**What are the process steps for the final round?**

STEP 1 – Qualified teams (from the preliminary-round entry process) are notified in early December of selection for the final round.

STEP 2 – Teams confirm their participation to present live at ASQ's World Conference on Quality and Improvement.

STEP 3 – Teams upload final-round presentation materials and complete registration by March.

STEP 4 – Teams receive scoresheet/feedback report from ASQ.

STEP 5 – Teams participate in live presentations, recognition, benchmarking, learning, and sharing best practices at [ASQ's World Conference \(Ft. Worth, Texas\)](#), May 20-22, 2019.

**If my team qualifies for the final round at the World Conference on Quality and Improvement, what is the cost?**

Teams that qualify for the final round and - present live at the 2019 World Conference pay a reduced rate.

- Early bird rate - \$699 per presenter
- Non- early bird rate - \$799 per presenter
- Group Rate – 3 or more presenters from same physical address - \$550 per presenter.

The cost includes the Final Round entry fee as well as admission to the full conference, admission to all sessions, lunches, and admission to the conference grand reception and other networking events.

**How many team presenters should come to the final round at the World Conference for Quality and Improvement?**

It is up to each team to decide how many presenters should attend. The average per team is 3-4 presenters. Teams with 3 registered speakers are also eligible for the group discount rate of \$550 per team presenter.

**Does the final round registration fee include cost for hotel and travel?**

No. Teams are responsible (as are all attendees) for their own travel and hotel.

**What are the benefits of participating in the Final Round?**

All Final Round teams are recognized at the conference and receive a finalist award. In addition, teams - present their projects live before a panel of judges and live audience, receive a detailed feedback report (post conference), can take part in an optional free display poster recognition, and participate in the high-

profile team and judges' parade before a conference-wide closing keynote session. The high scoring teams will receive Gold, Silver or Bronze Awards.

**If our team qualifies for the Final Round, what are we required to submit and present for this round?**

All preliminary round teams will receive a scoresheet summary and are then required to resubmit their PowerPoint file and notes pages by March. The PowerPoint presentation should be essentially the same as the one submitted for the Preliminary Round except for updated results or other modifications to improve alignment to the criteria without material changes to the project. Changes may include, but are not limited to graphs, images, and narrative.

The narrative in the Notes section of the presentation must essentially match the spoken presentation that they will be presenting live in the Final Round at the World Conference.

**What “other modifications” are allowed in terms of changes from the Preliminary Round?**

The team is expected to learn from the Preliminary Round feedback and update their presentation accordingly. If the team failed to include or did a poor job of communicating something required by the criteria, they may correct that deficiency...if they truly had done the work as part of the original project. As part of reviewing final round submissions, the following items from the Preliminary and Final round submissions will be compared:

- Items 1.05 and 1.06 on Project Goals and Success Measures
- Section 2's Project Framework Template
- Sections 4's approach template with related tools.
- Item 5.04 Results.

How these items are explained may change, but the core facts and data related to these items should NOT change. For Results, the Team is welcome to present *additional* information that became available after the Preliminary Round to demonstrate the ongoing value of the project. In the past, teams have been disqualified from Final Round competition because core project data (and therefore the project) was changed after the Preliminary Round submission.

**Who does the team present to at the Final Round?**

Each team will be present to a 5-member judging panel. Each presentation is also open to conference attendees in the live presentation room. Team presentations are scheduled concurrently with other team presentations and other conference sessions, so the number of non-judge conference attendees viewing a team presentation is highly variable.

Thank you for your interest in the ITEA Process, if you have a question that this document does not address, please email [ITEA@asq.org](mailto:ITEA@asq.org).