



2010

EXAMINER APPLICATION



2009 Alabama Quality Award Board of Examiners

Administered by:



**Alabama
Productivity
Center**

**The Alabama Productivity Center
A Member of the Alabama Technology Network
Box 870318
Tuscaloosa, Alabama 35487-0318**



**Alabama
Technology
Network**

Alabama Quality Award Board of Examiner Application

Alabama Quality Award

This is the twenty-third year of the Alabama Quality Award (formerly, Alabama U.S. Senate Productivity and Quality Award). The Award is modeled after the Malcolm Baldrige National Quality Award and recognizes and honors organizations that are using effective productivity and quality improvement strategies, techniques or practices that could be shared with other organizations with the expectation that they will be replicated and contribute to state and national productivity and quality improvement.

Background

The Board of Examiners is comprised of business leaders and quality professionals. The appointment is for a one-year term. Examiners must take part in a three-day preparation course covering the Award's criteria, the scoring system and the examination process. Examiners must have time available during the period of May to October to attend the preparation course, conduct reviews and site visits. The schedule for 2010 appears on page 3.

Examiner Selection Criteria

- knowledge of quality and business
- length, breadth and type of experience
- communication skills
- education and training
- achievements and recognition



Terms and Conditions of Appointment

The duties, responsibilities, and conditions of involvement for members of the Board of Examiners are summarized below.

(1) Completion of Application - Prospective Board members must submit a 2010 Board of Examiners Application postmarked no later than February 12, 2010. Examiner applications and references may be sent by fax with a hard copy to follow via mail. All Board of Examiner candidates must reapply annually. Applicants will be informed of their status by March 1, 2010.

(2) Term - The term of the Board of Examiners is from the time of completion of the preparation course through the Award ceremony and distribution of feedback reports.

(3) Time Commitment - Applicants for the Board of Examiners should give careful consideration to the time commitment required to meet the Award review schedule. The actual commitment will depend on the number of applications reviewed and whether the Examiner participates in site visits. Although the Program seeks to accommodate varying schedules, Board members must be able to accommodate the Program's critical review periods detailed in the Award calendar. A person who is considering applying to become a member of the Alabama Quality Award Board of Examiners should be aware that time to attend the three-day training

session, review applications (the number will depend on the total number of applications received and the number of examiners) and two to three days to participate in site visits will be required to fulfill the commitment between May - October, 2010 with a peak workload from May - September. Review of written Award applications is carried out at the Examiner's work location or home. Business is also conducted by mail and telephone. Travel is necessary only for the training session, consensus meeting and site visits.

(4) Preparation Courses - Participation by Board members in a preparation course is critical to the Award Program's success, as this course includes a detailed review of the criteria, scoring system, evaluation process, consensus development, site visit requirements, and Code of Ethical Standards. All Board of Examiner members must attend the three-day preparation class scheduled May 11-13, 2010 and must complete a case study evaluation prior to class.

(5) Ethical Standards of Conduct - Board members are expected to carry out their duties and responsibilities in the Award Program in accordance with the Code of Ethical Standards on page 4.

(6) Disclosure of Conflict of Interest - Those selected to serve on the Board must provide information regarding conflicts of interest with respect to the Award applicants. Disclosure includes employers, significant ownership, and client relationships. Such information will be used only for purposes of Board assignments and will otherwise be kept confidential.

(7) Adherence to Award Process - Board members are expected to meet all requirements associated with a fair and competent evaluation including use of the Award criteria and scoring system and meeting site visit requirements. Good documentation and written communication are essential parts of the overall review process.

(8) Assignment of Board Members - The Award Program seeks to provide the fairest, most competent evaluation of each application. Accordingly, Board members are assigned to applications on the basis of their knowledge and experience, consistent with the requirements to avoid conflicts of interest, to apportion the application load equitably, and to adhere to agreed-upon schedules.

(9) Compensation and Reimbursements - The Alabama Quality Award is administered by the Alabama Productivity Center, a non-profit organization. The application fees are kept to a minimum to encourage broad participation. Therefore, the Award Program needs to operate with maximum voluntary support and **does not pay honoraria**. Recognizing it is necessary for examiners to travel out of town to participate in the training session and to complete site visits, the Alabama Productivity Center will handle overnight accommodations and meals for the site visits. *If an examiner participates in the examiner training and then drops out and does not complete their commitment to the process, they will be expected to reimburse the Center \$599 for the cost of training.*

(10) Reference - Please have a professional reference submit a letter of reference, using the form found on pages 5-6 of this application booklet to Linda Vincent, Award Coordinator, Alabama Quality Award by February 12, 2010.

Alabama Quality Award 2010 Calendar

Board of Examiner Application Deadline	February 12, 2010
Award Application Deadline	April 30, 2010
Examiner Training	May 11-13, 2010
Preliminary Written Application Assessment/Scoring	May-June, 2010
Consensus Scores Determined	July, 2010
Site Visits (Exact dates to be determined by number of visits)	August/September, 2010
Judges Select Winners	October, 2010
Feedback Reports - Distributed	November, 2010
Conference and Awards Ceremony	December, 2010



Code of Ethical Standards

Declaration of Principles

Members of the Alabama Quality Award Board of Examiners pledge to uphold their professional principles in the fulfillment of their responsibilities.

In promoting high standards of public service and ethical conduct, Board Members:

- Shall conduct themselves professionally, with truth, accuracy, fairness, and responsibility to their public;
- Shall not represent conflicting or competing interests, nor place themselves in such a position where the Board Members' interest may be in conflict, or appear to be in conflict, with the purposes and administration of the Award;
- Shall safeguard the confidences of all parties involved in the judging or examination processes, of present or former applicants, including such information disclosed in the context of communications relating to an anticipated professional relationship with potential applicants;
- Shall not accept retainers, commissions, or valuable consideration from those past or present Award applicants or interested parties in exchange for offering confidential information or disclosures which may in any way influence the Award integrity process, currently or in the future;
- Shall not serve any private or special interest in fulfillment of the duties of a Judge or Examiner, therefore, excluding, by definition, the examination of any company, division, or business unit of which he/she is employed or of which a consulting arrangement is in effect or anticipated;
- Shall not serve as an examiner of a primary competitor of any company or business unit of which he/she is employed or of which a consulting arrangement is in effect or anticipated;
- Shall not intentionally communicate false or misleading information that may compromise the integrity of the Award process or decisions therein.

Reference Form

_____ has applied to be a member of the Board of Examiners for the Alabama Quality Award and has given you as a reference.

The role of the Examiners is to evaluate applicants for the Alabama Quality Award based on the Award Criteria. They review, comment upon, and score written applications and provide information for feedback reports to applicants. They also participate in consensus evaluations and site visits. In doing so, Examiners are required to have a broad expertise and experience in quality, to use analytical skills, to have good written and verbal skills and to work as team members. Examiners must meet the highest standards of qualification and peer recognition.

Please provide a reference relating to your knowledge of the applicant's qualifications to be an Examiner. Your reference must be submitted to the Alabama Quality Award office listed below no later than February 12, 2010.

Fill out both pages of this form and return no later than February 12, 2010 to:

Alabama Quality Award
Alabama Productivity Center
Box 870318, Room 249 Bidgood
Tuscaloosa, Alabama 35487-0318

Please note: FAX copies are acceptable with original copy to follow in the mail.

From your direct knowledge, please indicate your evaluation of the applicant's ability to assess an organization's efforts in the seven categories of the Alabama Quality Award.

	No Experience	Very Little Experience	Proficient				Leading Expert	
1. Leadership	X	1	2	3	4	5	6	7
2. Strategic Planning	X	1	2	3	4	5	6	7
3. Customer and Market Focus	X	1	2	3	4	5	6	7
4. Information and Analysis	X	1	2	3	4	5	6	7
5. Human Resource Development and Management	X	1	2	3	4	5	6	7
6. Process Management	X	1	2	3	4	5	6	7
7. Business Results	X	1	2	3	4	5	6	7

From your direct knowledge, indicate your assessment of the applicant in these areas:

	Unknown	Poor	Good				Excellent	
• Broad expertise & experience in quality	X	1	2	3	4	5	6	7
• Use of analytical skills	X	1	2	3	4	5	6	7
• Use of written skills	X	1	2	3	4	5	6	7
• Use of verbal skills	X	1	2	3	4	5	6	7
• Work as a team member	X	1	2	3	4	5	6	7
• Leadership skills	X	1	2	3	4	5	6	7

Reference Name: _____

Applicant Name: _____

Title: _____

Phone Number: _____

Employer: _____

Years known applicant: _____

Please use the space below to describe the applicant's qualifications to be an Examiner.

(The Award Program Office will make this reference available to the applicant upon the applicant's request.)

Reference Signature _____

Date: _____

Standard Industrial Classification (SIC) Codes

Manufacturing and Products

Code Sector

01 Agriculture - Crops
02 Agriculture - Livestock
08 Forestry
09 Fishing and Hunting
10 Metal Mining
12 Coal Mining
13 Oil and Gas Extraction
14 Mineral Quarrying
15 General Building Contractors
16 Heavy Construction Contractors
17 Special Trade Contractors
20 Food Products
21 Tobacco Products
22 Textile Mill Products
23 Apparel
24 Lumber and Wood Products

Code Sector

25 Furniture and Fixtures
26 Paper and Allied Products
27 Printing and Publishing
28 Chemicals
29 Petroleum Refining
30 Rubber and Plastics
31 Leather and Leather Products
32 Stone/Clay/Glass/Concrete
33 Primary Metals Industries
34 Fabricated Metal Products
35 Machinery/Computer Equipment
36 Electrical/Electronic Equipment
37 Transportation Equipment
38 Instruments/Clocks/Opticals
39 Misc. Manufacturing

Services

Code Sector

07 Agricultural Services
40 Railroad Transportation
41 Local and Interurban Trans.
42 Trucking and Warehousing
44 Water Transportation
45 Air Transportation
46 Pipelines/except Natural Gas
47 Transportation Service
48 Communications
49 Electric/Gas/Sanitary Service
50 Wholesale Trade/Durable Good
51 Wholesale Trade/Nondurable Good
52 Retail Building Materials
53 General Mdse. Stores
54 Food Stores
55 Auto Dealers & Service Stations
56 Apparel and Accessories Stores
57 Furniture Stores
58 Eating and Drinking Places
59 Miscellaneous Retail
60 Banking
61 Credit Agencies
62 Security & Comm. Brokers

Code Sector

63 Insurance Carriers
64 Insurance Agents
65 Real Estate
67 Holding & Other investment Offices
70 Hotels and Lodging Places
72 Personal Services
73 Business Services
75 Auto Repair and Services
76 Miscellaneous Repair Service
78 Motion Pictures
79 Amusement and Recreation
80 Health Services
81 Legal Services
82 Educational Services
83 Social Services
84 Museum and Art Galleries
86 Membership Organizations
87 Professional Services
89 Miscellaneous Services
91 Executive, Legislative and General Government
92 Justice, Public Order & Safety
99 Nonclassifiable Establishments

**BOARD OF EXAMINER APPLICATION
ALABAMA QUALITY AWARD**

Send the original application to:

**Alabama Quality Award
Alabama Productivity Center
Box 870318, Room 249 Bidgood
Tuscaloosa, Alabama 35487-0318**

Your application must be received by February 12, 2010. Applications may be sent by telefax (205) 348-9391 or through the mail. Examiner training will be May 11-13, 2010 at the Bryant Conference Center in Tuscaloosa. Examiner applicants will be notified of their status by March 1, 2010. If you have questions, call Linda Vincent at (205) 348-8994.

Please Type The Application

Last Name	First	M.I.	Title (Mr., Mrs., Dr., etc.)
Employer _____		Date of Birth: _____	
Work Address:			
Street _____			
City, State, Zip _____			
Home Address:		Preferred Mailing Address:	
Street _____		_____ Work _____ Home	
City, State, Zip _____			
() _____	() _____	Preferred Phone:	
Work Phone	Home Phone	_____ Work _____ Home	
() _____	() _____	Preferred FAX:	
Work FAX	Home FAX	_____ Work _____ Home	
E-mail Address: _____			
SIC Code(s) (see back page) relevant to your area of expertise		Travel Expense Reimbursement Required?	
_____		_____ Yes _____ No	
If you have been an Examiner for an Award Program, list the year(s) and the program: _____			

<i>All Board of Examiner candidates must apply each year.</i>			

Describe your experience in evaluating quality systems of Manufacturing, Small Businesses (less than 500 employees), or Service Businesses (includes Government), Education and Health Care.

Manufacturing:

Small Businesses:

Service Businesses:

Nonprofit

Education:

Health Care:

Describe your experience in assessing quality systems. (Example: evaluating suppliers and/or customers, or participating in state or company award programs.) Was the feedback you provided the organization in written or oral form?

Indicate your level of ability in these areas:

	Poor			Good			Excellent
• Use of analytical skills	1	2	3	4	5	6	7
• Use of written skills	1	2	3	4	5	6	7
• Use of verbal skills	1	2	3	4	5	6	7
• Work as a team member	1	2	3	4	5	6	7
• Leadership skills	1	2	3	4	5	6	7

Education and Training Background

Please include the name and location of institution(s), major, attending dates and degrees received, and if appropriate, relationship to quality involvement. Include significant formal training in quality.

Noteworthy Achievements and Recognition

Professional Affiliations