

THE W. EDWARDS DEMING OUTSTANDING TRAINING AWARD

Since 1997, Graduate School USA has presented the W. Edwards Deming Outstanding Training Award to a federal government organization that exemplifies excellence with an initiative or project that focuses on enhancing quality processes within that organization. Recipients of the Award have demonstrated innovative training through a workforce initiative that has measurably benefited their organization. Deming Award winners are unique because they recognize that in order to succeed, an organization must embrace a sincere desire to achieve through a commitment to high-quality in all that they do. They also understand the importance of teamwork and the success that comes with empowering all parts of the organization.

Eligibility

Federal government organizations and civilian or uniformed branches of the military are eligible to apply for the W. Edwards Deming Outstanding Training Award. Individuals are not eligible. Nominated projects must have been initiated within two years of the nomination deadline.

This year, the Deming Award will be presented in each of the following categories:

Human Capital Management:

Talent management, succession management

Technology:

Learning system management, mobile accessibility, and career portals

Employee Engagement:

Innovation resulting in improved engagement, internal communication and team-building

Criteria

Priority will be given to nominations that meet all of the following criteria:

- ▶ The results are outcome-based, rather than activity-based, resulting in a verifiable improvement in some aspect of the organization's performance.
- ▶ A strong rationale is evident to support the decision to utilize training (rather than alternatives) to address the organizational performance deficiency.
- ▶ A sound methodology was used to determine and objectively verify the impact of the initiative and how it contributes to the organization's mission.
- ▶ The initiative demonstrates a commitment to collaboration and information sharing.
- ▶ The initiative illustrates a strong "story," presenting a before and after narrative.

Completing the Nomination

Nominations should adhere to the following guidelines:

- ▶ Explain specifically how the nominated initiative meets the criteria.
- ▶ Show a correlation to the organization's mission.
- ▶ Demonstrate a mastery of the challenge.
- ▶ Stress the factors that make the initiative exceptional or noteworthy.
- ▶ Demonstrate the concepts of teamwork and sharing.
- ▶ Illustrate the effect of the initiative on the organization's performance.
- ▶ Substantiate all claims, providing information that objectively verifies the successful results of the nominated initiative.
- ▶ Provide supplementary video or other media as it relates to the overall success and performance goals of the organization's initiative.
- ▶ Include a photo of the nominated team.

Are You Part of a Deming Award-Winning Team?

Deming recipients are innovators, validating and honoring group efforts and often paving the way for expansion of the effort and/or the creation of further agency projects. Nominate your organization today.

To nominate your organization for the 2017 Deming Award, go to:
graduateschool.edu/demingform.

The nomination deadline is August 25, 2017 at 5:00 pm EDT. Nominations received after the deadline will not be considered.

Recognition

Graduate School USA uses the bald eagle as the symbol for our Award to illustrate the strength and power that can be associated with adhering to high quality standards. The eagle is also known for its sharp eyesight, a characteristic that is emblematic of having the foresight to embark upon initiatives that have the potential to transform an organization for the better. Deming Award winners will be honored in the following ways:

- ▶ Award presentation during the Deming Award Luncheon, held during Government Executive FEDstival, September 20, 2017
- ▶ Recognition in Graduate School USA publications and on our website

The recipient agency joins an exemplary group of organizations that have been recognized for demonstrating Dr. Deming's ideas about quality and the importance of cooperation and support among teams.

The Award Selection Committee

The Selection Committee consists of an esteemed panel of leaders who are subject matter experts in the fields of public administration and workforce education. In the event a nomination is received from a committee member's agency, the member will recuse themselves from the consideration of that particular nomination. The decision of the Selection Committee is final.

Nominate your team today!


Graduate School USA
Real-World Training for Real-World Challenges

2017
W. Edwards
Deming Award



W. Edwards Deming

W. Edwards Deming, Ph.D. was a renowned scholar and teacher in American academia for more than 50 years. He published hundreds of papers and books covering topics from statistical variance, to systems and systems thinking, to human psychology.

Dr. Deming, who believed that organizational “sharing” should be an ongoing theme, promoted the concept of a “we” organization rather than a “me” organization. He taught that transformation “is everyone’s job,” and that businesses seeking change must make a long-term commitment to new learning and new philosophy. He leaves a body of work that has been described as “the third stage of the Industrial Revolution.” His teachings engaged all levels of employees in regulating quality control.

Unheard of at the time he promoted them, Deming’s theories on quality control sparked the renewal of Japan’s economy following World War II and launched the total quality management movement. Dr. Deming trained thousands of people worldwide in his theory and in the technologies of total quality management and statistical process control.

Dr. Deming was a Graduate School USA instructor and a dean for many years. His ideas have influenced our view of workplace learning as a continuous professional development that empowers individuals to impact their organizations’ success.

THE 2016 DEMING AWARD-WINNING TEAM

Social Security Administration,
Continuous Quality (CQ) Area Director Review Process Team

This team exemplifies the qualities that W. Edwards Deming promoted in his teachings—the transformative powers of lifelong learning and the importance of cooperation and support among teams.

Social Security Administration (SSA) employees administer benefits to approximately 60 million beneficiaries. We created the Continuous Quality (CQ) Area Director Review Process to improve the accuracy and quality of workloads processed in our field offices. CQ has succeeded in educating our technicians and improving our work processes by defining the scope of process deficiencies and pin-pointing where errors are occurring. At its core, CQ provides direct, timely feedback to employees making overpayment determinations, disability onset decisions, and processing continuing disability reviews prompted by work activity. Managers discuss reviewer findings directly with technicians to emphasize the accuracy and quality of our work products. Reviews generate interactive discussions while not being utilized for performance ratings.

Since January 2014, Area Director’s staff across the nation complete over 2,500 CQ reviews a month on targeted error-prone workloads. They have completed over 86,000 reviews with a 16 percent improvement in the rate of cases requiring corrective action since the program’s inception.

Nationally, they used the data derived from 2014 reviews to publish a “Data Analysis Report” containing over 200 recommendations, in January 2015. The findings prompted SSA components to adopt over 54 percent of recommended policy clarifications to date, and integrated more than 60 percent of the training recommendations into existing technician training. In addition, several targeted training tools were developed.

The team continues to receive overwhelmingly positive feedback about the CQ process from employees, managers, and reviewers.

- ▶ “Overall, the project has really helped identify training needs in my office.”
- ▶ “The review process truly brings to light the areas that need to be focused on during claims processing.”
- ▶ “It is so important that we not sacrifice quality for quantity. We all agree that it is most important that what we do, we do correctly. With the correct focus on training, policy, and systems improvements, this initiative will ensure that we get ‘the right check to the right person.’” (Statement from SSA Acting Commissioner Carolyn Colvin)

CQ has revitalized SSA’s emphasis on quality, training, and consistency of organizational decisions. The adaptability of the CQ Area Director Review Process will empower SSA to continue to improve training and employee development.



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“Improve quality,
you automatically
improve productivity.”

W. Edwards Deming