

County of Los Angeles Quality and Productivity Commission
31st Annual Productivity and Quality Awards Program
“Celebrating Quality Service”

2017 GUIDELINES



Submit original signed applications to:
Quality and Productivity Commission
500 West Temple Street, Room 565, Los Angeles, CA 90012



Due July 7, 2017 5:00 p.m.

Followed by an electronic copy to: lperez@bos.lacounty.gov

Page 1

Font size: Use only Arial 12 point font.

Project Title: Provide the reviewers with a clear idea of what the project is about. (Limited to **50 characters or less**, including spaces)

Date of Implementation/Adoption: Indicate the start date of the project. Project must have been implemented at least one year – on or before July 1, 2016.

Project Status: Check (√) one box: “Ongoing” or “One-Time Only.”

Previous submissions: Submit a project only once. Has your Department previously submitted this project? Check (√) one box: “Yes” or “No.” Previously entered projects are not eligible.

Executive Summary: Describe the project in 15 lines. State clearly and concisely what difference the project has made.

Signatures: Department Head and Productivity Manager.

(Call the Commission Office at (213) 893-0322 for more information)

Page 2, 3 and possibly Page 4 (Do not exceed three pages)

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Fact Sheets: State clearly and concisely what difference the project has made. You may want to consider including:

- **Challenge.** Describe the challenge.
 - Discuss the challenge that generated the project. If the project is in response to a federal or state regulation or mandate, the project must go beyond mere compliance, and must display a creative approach to meeting those requirements
- **Solution.** Describe how your project solves the challenge.
 - Project vision and objectives
 - Consumers (who it serves)
 - Contributions by partners
 - How project is innovative, resourceful or unique
 - Describe all technology used in the solution
- **Benefits (Worthiness of Award).** Describe the results and the success of the project.
 - Specific examples and measures of success
 - How the project:
 - Offers a new service, fills gaps in availability of existing services, or provides financial benefits
 - Improves the administration or enhances an existing county program
 - Upgrades customer service access, care, and/or response to Los Angeles County residents, employees, and diverse communities.
 - Upgrades the working conditions or levels of training for county employees
 - Enhances the level of citizen participation in, or the understanding of, government programs
 - Provides information that facilitates effective public policy
 - Promotes intergovernmental cooperation and coordination in addressing shared problems

Page 4 or 5 (Do not exceed one page)

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Linkage to the County Strategic Plan: Describe the County Strategic Plan goal(s) your project addresses and explain how.

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Page 5 or 6 (Do not exceed one page)

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Estimated or Actual Benefits to the County: Describe the annual financial benefits to the County of the project. If your project does not provide financial benefits, but provides enhanced services to the public, please check the “Service Enhancement” box.
Annual – 12 months only.

Page 6 or 7

Single Department Submission: Leave this page blank.

Joint Submission: If two or more departments are collaborating, the named lead department must submit the application. Collaboration does not include routine support or approvals. All collaborating departments and agencies must sign the application. Electronic signatures for collaborators are accepted as long as the original signature is mailed to the Commission Office.