

County of Los Angeles Quality and Productivity Commission

31st ANNUAL PRODUCTIVITY AND QUALITY AWARDS PROGRAM
“Celebrating Quality Service”

GRAND EAGLE AND TOP TEN AWARDS

- ✦ **Grand Eagle Awards:** The top three awards – **Gold Eagle, Silver Eagle, and Bronze Eagle** are chosen from the Top Ten Winners. These awards are announced at the PQA luncheon.
- ✦ **Top Ten Awards:** The ten most impressive projects, within evaluation guidelines.

COMMISSION SPECIAL AWARDS

- ✦ **Changemaker Award:** Recognizes an individual or self-organized group whose commitment to productivity and quality improvement has catalyzed positive department-wide or system-wide culture change.
- ✦ **Commissioners’ Legacy Award:** Shows a commitment to program quality and productivity excellence. (In memory of former Commissioners Arthur Gutenberg, Sara Stivelman, Robert Silberman, Ernest J. Friedman, Clayton Anderson, Ray Hemann, Algird Leiga, Gerald Nadler and Bill Sullivan) **NOTE: The PMN will not vote on this award.**
- ✦ **County Image Enhancement Award:** Promotes and communicates a positive awareness of County services.
- ✦ **Customer Service Award:** Recognizes significant customer service improvement in access, care and/or response.
- ✦ **Mega Million Dollar Award:** Generates the most cost savings, cost avoidance, and/or revenue for the County.
- ✦ **Outstanding Teamwork Award:** Recognizes effective cooperation across County functions, departments, and/or related agencies that produce significant improvements in County operations and services.
- ✦ **Performance Measurement Award:** Recognizes successful use of systems of measurement to improve service quality and/or productivity.
- ✦ **Process Improvement Award:** Recognizes significant business process improvement or workflow enhancement.

OTHER AWARDS

- ✦ **Special Merit Plaques:** Distinguishes meritorious accomplishment of special projects or programs that successfully fulfill departmental and County objectives.
- ✦ **Traditional Plaques:** Recognizes commendable achievements in public service.
- ✦ **Certificates of Recognition:** Recognizes projects deserving honorable mention.