



# Application Information Guide

*Iowa Recognition for Performance Excellence*

**2018 Tiered Process**



*Iowa Quality Center  
IRPE Program Director  
1204 Dina Court  
Hiawatha, Iowa 52233*

*2018 IRPE\_Application\_Guide.doc*



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## Iowa Recognition for Performance Excellence Purpose:

**To provide a performance excellence process and assessment framework for Iowa organizations to become more effective and efficient in their marketplace.**

### INTRODUCTION

The objectives of this Application Information Guide are:

- To help organizations understand the Iowa Recognition for Performance Excellence (IRPE) program and its potential benefits, and
- To guide organizations through the steps of the IRPE application process.

The IRPE process is built upon the proven record of the Criteria for Performance Excellence (Criteria) from the Baldrige National Quality Program. The Criteria have three important roles in strengthening U.S. competitiveness:

- to help improve performance practices, capabilities, and results;
- to facilitate communication and sharing of best practices information among U.S. organizations of all types;
- to serve as a working tool for understanding and managing performance and for guiding planning and opportunities for learning through a systems perspective.

By carrying out these roles in the State of Iowa, the IRPE program also provides an important economic development tool, which can strengthen Iowa organizations and in turn provide more employment within the State.

The IRPE process uses the current year Criteria for Performance Excellence. The form of the Criteria (Business/Nonprofit, Education, Healthcare) used by an organization will be determined by the nature of the organization's operations (see Eligibility Determination, page 5).

The IRPE program is intended to provide organizations in Iowa an opportunity to share in the values and achievements associated with continuous improvement. It is designed for use by any organization interested in improving quality, productivity, financial effectiveness, and global competitiveness.

The Iowa Recognition for Performance Excellence program is administered by the Iowa Quality Center, a 501(c)(3) not-for-profit corporation located in Hiawatha, IA.

### PROGRAM OVERVIEW

The Iowa Recognition for Performance Excellence program is a three-tiered process with three recognition levels in the top tier (Tier 3). It is designed to recognize organizations on a

continuous improvement journey. An overall summary of the program is shown in Table 1.

#### **Tier 1 – Commitment - Available at any time during the year by contacting the Iowa Quality Center**

This tier is designed for organizations that are just beginning their performance excellence journey but are still interested in participating in the recognition process. It is also designed to create awareness of the Criteria and leadership self-assessment.

1. The Applicant submits an Eligibility Form to the Iowa Quality Center to begin the Tier 1 process
2. The applicant is required to submit an Organizational Profile (not to exceed five pages) as described in the P1 and P2 on pages 4-6 of the Criteria booklet.
3. The Applicant sends the Organizational Profile to the Iowa Quality Center for review by Alumni Examiners.
4. The Iowa Quality Center arranges for a Gallery Walk to take place with all of the Applicant Senior Leadership team (5.5 to 6 hours.)

The Gallery Walk process provides an assessment opportunity for all senior leaders to identify the organization's strengths and opportunities from their perspective. The applicant will receive a summary of the assessment and a prioritization of strengths and opportunities based on the work completed in the Gallery Walk. The applicant is recognized as a Tier 1 Commitment organization at the Governor's Celebration of Performance Excellence.

#### **Tier 2 – Progress**

This intermediate tier is intended for organizations that have progressed to a point of demonstrating a higher level of performance excellence than those at Tier 1. The applicant is required to submit an Organizational Profile (not to exceed five pages) as described in the Criteria booklet. The Categories and Item's **Overall questions** of the Criteria are then addressed in a written application report of no more than twenty pages. The applicant forwards the completed application package to the IRPE office (see page 6).

#### **Tier 3 – Leadership**

Organizations applying at this tier will be expected to explain their progress toward building sound and notable processes as measured against the Criteria.

The Leadership Tier applicant is required to create an Organizational Profile (not to exceed five pages) as described in the Criteria booklet. The Categories, Items, and Areas of the Criteria are then addressed in an application report of no

more than fifty pages. The applicant forwards the completed application package to the IRPE office (see page 6).

The highest level of recognition is presented to organizations that have demonstrated, through their practices and achievements, a high level of performance excellence.

**Table 1 Summary of IRPE Application and Recognition Process**

	Tier 1 Commitment	Tier 2 Progress	Tier 3 Leadership
Eligibility Determination Form	Required for All Tiers		
Application Form	Required for All Tiers		
Organizational Profile	Required all tiers; limited to five 5 pages		
Criteria to Address	All Categories as facilitated and coached	Categories and Overall requirements of the Items	Categories, Items and Multiple requirements of the Items and Areas
Response to Criteria	Senior Leadership Assessment	20 pages maximum	50 pages maximum
Application Scoring	No scoring	Item	Item/Total
Site Visit	No Site visit	Upon Request	Based on score or upon request
Feedback Reports	Written Feedback Report		
Number Receiving Recognition	Unlimited		
Feedback Visit	Available upon request		

Based on their score, including site visit results as appropriate, Leadership Tier applicants will receive recognition according to the following scoring guidelines (maximum 1000 points):

- Gold Recognition Level – 550 or more points
- Silver Recognition Level – 450 to 549 points
- Bronze Recognition Level – 350 to 449 points

Organizations receiving less than 350 points will be recognized as an applicant in the Leadership Tier. However, organizations wishing to maintain confidentiality of the achieved recognition level may withdraw from being recognized at their discretion.

Leadership Tier recognition recipients are required to share information on their successful performance and performance excellence strategies with other organizations throughout the state. Recipients are not required to share proprietary information, even if such information was part of the application report. The principal mechanism for sharing information is the annual Governor’s Recognition of Performance Excellence Celebration held in March of each year.

**THE APPLICATION REVIEW PROCESS**

The overall process for reviewing **Tier 2 and Tier 3 applications** is shown in Figure 1. Members of the Board of

Examiners review applications. Examiners are assigned to applications based on the nature of the applicant’s operation and the experience and expertise of the examiners. Assignments are made in accordance with strict rules to prevent conflicts of interest.

The name of the applicant, individual application commentary and scoring information developed during the application review are regarded as proprietary and are kept confidential. Such information is available only to those individuals directly involved in the evaluation and application distribution process.

All applicants receive feedback reports at the conclusion of the review process. The feedback is based upon the applicant’s response to the Criteria questions.

**Stage 1 – Independent Review**

A review of the application report is conducted independently by members of the Board of Examiners.

**Stage 2 - Consensus Review**

In Consensus, members of the Examiner Team, facilitated by a team leader, conduct a joint review of the application report. A Team Coach is present to help ensure consistent implementation of IRPE processes and guidelines and to assist the Team Leader.

### Stage 3 - Site Visit Review

The Panel of Judges assist IRPE staff in determining which Leadership Tier applicants should receive a site visit based on the Examiner Team evaluation. For the applicants advancing to site visit review, the Examiner team conducts an on-site verification of the information provided in the application report. **All reasonable costs incurred by Examiners during the site visit, plus a \$1000 administration fee, are the responsibility of the applicant.** An observer/coach may attend the site visit to ensure consistent implementation of the IRPE processes. The site visit team develops a report to the Judges that includes updated comments and scores based on information gathered during the site visit. **Please note that the Eligibility Form asks for the applicant to identify the best weeks for the site visit to take place. Administrators and examiners will work to coordinate that schedule.**

Site visits are required for potential recognition recipients in the Leadership Tier; all other applicants may request a site visit for an additional fee. A site visit agenda will be provided to the

organization in advance of the site visit. The site visit agenda may include items such as a schedule of planned visits to the applicant's facilities and operating units, a list of organization officials to be interviewed, an estimate of time requirements for the visits, and names of examiners scheduled to participate. Applicants may be asked to provide additional data/information.

In keeping with the philosophy of encouraging involvement and participation in the process, the IRPE administrators will strive to maintain affordable site visit fees.

### Stage 4 - Judges Recommend Award Recipients

A final review of all evaluation reports is conducted by the Panel of Judges to recommend IRPE Award recipients. The Panel of Judges develops a set of recommendations and presents them to the IRPE Executive Council for approval.

The IRPE Administrator and the Executive Council are responsible for determining whether a candidate would be an appropriate role model. If the applicants, recommended by the Judges, are determined to be appropriate role models, the Executive Council will approve them as IRPE Award recipients. The purpose of this approval step is to ensure preservation of the program's integrity.

All participants, with their permission, will be recognized at a ceremony following the completion of the cycle.

### Stage 5 - Feedback Report to Applicants

A written feedback report will be provided to each applicant at the end of the review process. The applicant may also request an on-site review to help clarify the feedback report. This review will be provided by the IRPE office and additional fees will be charged.

### Confidentiality

All applications will be treated as confidential. Applicants are not expected to provide or reveal proprietary information regarding products, processes or services. Examiners are assigned in a way to avoid conflicts of interest. All Examiners sign nondisclosure agreements. Information regarding participation, any level of recognition, or successful strategies may be released only after approval from the applicant.

### Recognition

Recognition is given to promote the greatest degree of participation and is granted on the basis of fulfilling the obligations described for each level. There is no limit to the number of organizations that may receive recognition each year. Due to the exclusive nature associated with the Iowa Recognition for Performance Excellence, it is possible that no qualified candidates will be established at the Leadership Tier in any given year. In this situation, no recognition in the Leadership Tier will be made.

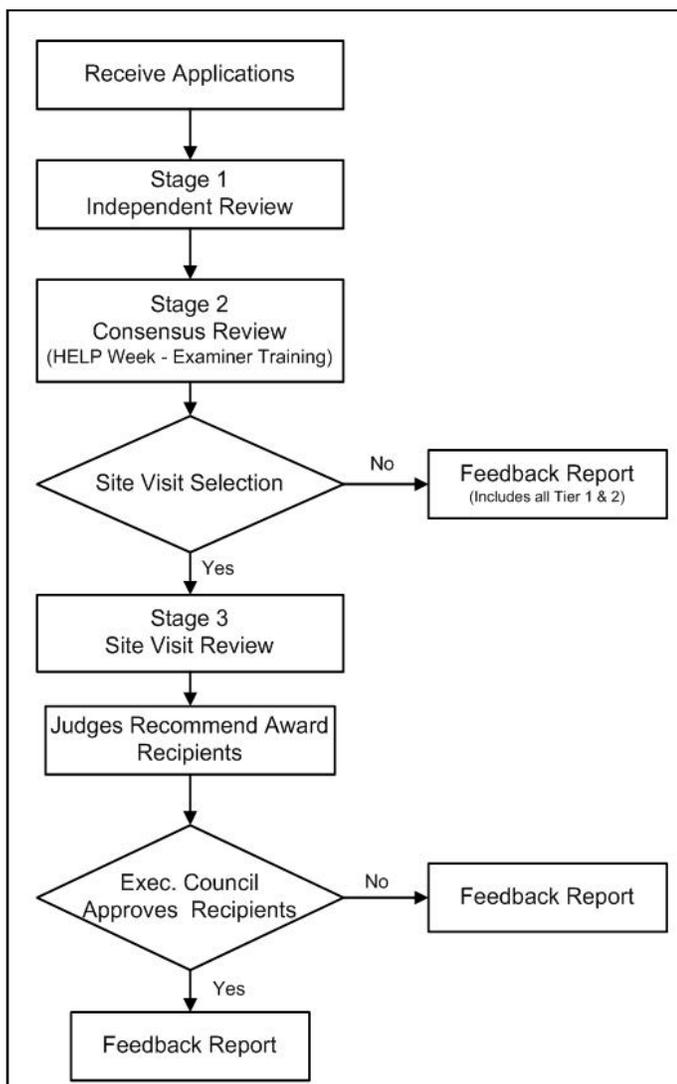


Figure 1 Application Review Process

## Objectivity

For the process to be effective there must be unquestionable fairness and objectivity for all concerned. Detailed policies and procedures are in place to ensure this end. The decisions of the Panel of Judges and Executive Committee are final. Each Examiner and Judge is bound by a strict Code of Ethics and may not participate in any scoring or recognition decision where there may be or could appear to be any personal, professional, financial or other relationship or potential or perceived conflict of interest. All Examiners and Judges are encouraged to support the development of applications by their own and/or other organizations as a valuable part of the continuous learning experience for all.

## THE APPLICATION PROCESS

The 2018 IRPE process will follow the schedule shown in Table 2. Application for the IRPE is a two-step process:

1. Eligibility determination
2. Application

**Table 2 Schedule for the 2018 IRPE Process**

Eligibility applications due	June 4, 2018
Formal written applications due	August 3, 2018
Site visits completed	November 9, 2018
Recognition levels announced	December 6, 2018
Feedback reports distributed	December 31, 2018

### Step 1 - Eligibility Determination Process

Potential applicants for the recognition process must establish their eligibility. **Applicants must submit the Eligibility Determination Form by June 4, 2018.** The Eligibility Determination Form may be duplicated as necessary. Send the completed form (including accompanying documents) and fee to:

*Iowa Quality Center  
IRPE Program Director  
1204 Dina Court  
Hiawatha, Iowa 52233*

Within 10 days of receipt of the Eligibility Determination Form, applicants will be notified of their eligibility status. A non-refundable, eligibility determination fee of \$100 is required of all potential applicants. Once eligibility has been determined and approved, a copy of the approved eligibility form will be returned to the applicant.

Note: Applicants must submit a copy of the approved Eligibility Determination Form (including accompanying

documents) with each copy of the Application Report submitted (see page 6).

### Step 2 - Application and Recognition Process

Applicants must prepare an Application Form and submit it with the application. To be accepted into the review process, applicants must provide the following number of copies of the completed Application Report (see page 6), along with payment for the application fees.

- Tier 1 Gallery Walk Request
- Tier 2 12 copies
- Tier 3 20 copies

Applications must be received by August 3, 2018.

## FEES FOR ELIGIBILITY AND APPLICATION

A \$100 nonrefundable fee is required for the Eligibility Determination process.

**Tier 1 – Commitment** Gallery Walk assessments are priced at:  
> 500 employees \$1800 + expenses  
< 500 employees \$2500 + expenses

**Tier 2 - Progress** applications require a fee of \$1.50 per full-time employee (Maximum of \$2500, minimum of \$1000) which is due when the application is submitted.

**Tier 3 – Leadership** applications require a fee of \$3.00 per full-time employee (maximum of \$4500, minimum of \$2500) which is due when the application is submitted.

## ELIGIBILITY DETERMINATION

It is the responsibility of the applicant to demonstrate eligibility. This includes the ability to answer the respective items of the Criteria, to be an independent operating unit, and to demonstrate the satisfaction for internal or external process customers.

To ensure applicants meet all reasonable requirements and expectations in representing the IRPE process, potential applicants in the Three Tiered process must have their eligibility approved prior to applying for the process.

The Iowa Quality Center/IRPE is responsible for ensuring the integrity of the process, and therefore is charged with the determination that each applicant would be an appropriate role model prior to approval as a recipient.

### General Requirements for Eligibility

- The applicant must have employees in Iowa.
- The applicant must have been located in Iowa for at least one year.
- Ownership outside of Iowa does not restrict eligibility for the IRPE.
- Submission of a Baldrige application in the same year does not restrict eligibility for the IRPE.

- Organizations achieving IRPE Gold Level Recognition are ineligible to receive an award in the next three years. These organizations may, however submit an application to receive a feedback report as part of their continuing journey toward performance excellence.
- **The applicant is expected provide a minimum of two Examiners who will complete the Review Process.**

### Sector Specific Guidelines

- **Business (Use Business/Nonprofit Criteria)** Organizations or subunits of larger entities that produce and sell products or provide services are eligible to apply for the Iowa Recognition for Performance Excellence. Subunits (a business unit, division, or like organization) of the same company may apply individually. Relationships to the parent company must be presented in the Eligibility Determination Form, including organization charts. Services provided to the subunit by the parent organization must be addressed from an internal customer / supplier perspective.

Units of the same company at different geographic locations are eligible if they are stand-alone facilities capable of answering each Category of the Criteria.

- **Education (Use Education Criteria)** Eligible institutions include elementary schools, secondary schools, and school districts; colleges, universities, and university systems; professional schools; community colleges; technical schools. Departments within schools or colleges may be eligible.

Education applicants must be capable of addressing each Category of the Criteria. Also, the applicant must be recognized as a discrete entity that can be easily distinguished from the parent institution and other similar entities. It cannot be primarily a support function (for example, student advising units, counseling units, housing, security, etc.).

- **Government (Use Business/Nonprofit Criteria)** Any Federal, State, or local government agency, entity, or district is eligible. Individual divisions or subunits meeting the requirements may also be eligible.

Administrative and other services provided to a government division or subunit must be viewed as an internal customer / supplier relationship. If the primary mission of the agency is health care or education, the application may be submitted in that sector.

- **Health Care (Use Health Care Criteria)** Organizations licensed by the state of Iowa, or providing direct patient care services such as hospitals, physician offices, dental clinics, psychiatric clinics, rehabilitation centers, pharmacies, nursing homes, hospices, imaging centers, ambulatory surgical care centers, and home health services are eligible to apply.

Organizations must be able to demonstrate the provision of health care practices. Organizations such as diet centers, exercise centers, and health clubs will be considered for eligibility in this category if health care is, in fact, practiced.

- **Not-for-Profit (Use Business/Nonprofit Criteria)** Not-for-Profit organizations and agencies may apply as a subunit of a larger parent organization, or as a stand-alone organization. A subunit's relationship to the parent organization must be explained.

Services provided to the subunit by the parent organization must be addressed from an internal customer / supplier perspective.

## APPLICATION PACKAGE INSTRUCTIONS

### 1. Objective

The objective of the Application Package is to allow the applicant to provide sufficient information to permit a rigorous evaluation by the Board of Examiners. Information is required on the applicant's performance management system and on the results of its processes. All information is considered confidential.

### 2. Content Requirements

For all subunit applicants who depend upon a parent organization to provide services (e.g. marketing, strategic planning, research & development, etc.), sufficient information (organization charts and written description) must be provided to explain the relationship and responsibilities between the subunit and the parent organization.

An application report must contain the following material/information in the order listed (see *Description of Application Report Parts* for more detail):

- Front cover – blank (no text, pictures, or figures) to help ensure confidentiality
- Title page
- Table of Contents
- Eligibility Determination Form (approved)
- Organization chart(s)
- Application Form
- Glossary of Terms and Abbreviations
- Organizational Profile (five pages or less)
- Responses Addressing the Criteria
  - Tier 3 – Categories/Items/Areas (50 pages or less)
  - Tier 2 – Categories/Items (20 pages or less)
  - Tier 1 –Gallery Walk addresses the Categories
- Back cover – blank

### 3. Format Requirements

Application reports must meet the page limits, typing, and format requirements indicated below.

#### a. Page Limits and Exclusions

- The Organizational Profile for the application report is limited to the equivalent of five single-sided pages.

If the Organizational Profile exceeds the five-page limit, the excess pages will be counted as part of the page count for the Responses Addressing the Criteria. Guidelines for preparing the Organizational Profile can be found in each of the Criteria booklets.

- In the application report, the Responses Addressing the Criteria are limited to the equivalent of 50 or 20, single-sided pages depending on the Tier level of the application. The responses must contain the same Category and Item numerical designation as the Criteria. Applicants should denote the Areas to Address (if applicable) with letters and numbers corresponding to each Area, such as 4.2a(1).
- The covers, Table of Contents, Organization Chart(s), Eligibility Determination Form, Application Form, and Glossary of Terms and Abbreviations that contain only the specified subject material will not be counted as part of the page limit in the Application Report. However, if these pages contain any additional material, such as text, quotations, graphs, figures, data tables, or pictures, they will be considered part of the 50 pages of the Responses Addressing the Criteria.
- If the Responses Addressing the Criteria exceed the page limit for the Tier, the applicant's Official Contact will be asked to identify which pages will be removed.

**b. Paper size: standard 8 ½ by 11 inches.**

**c. Typing**

- Font size
  - Fixed pitch font of 12 or fewer characters per inch OR
  - Proportional spacing font of point size 10 or larger
  - *A typical document produced in Times New Roman 10 point font will satisfy this requirement.*
- Line Spacing: Equivalent of two points of lead between lines. Note: One point of lead equals 1/72, or 0.0138 inch.
- Font Style: Any font style may be used that meets the font size and line spacing requirements, but Helvetica and Times New Roman or equivalent styles are preferred.
- Type used in picture captions, graphs, figures, data tables, and appendices also must meet the requirements for font size and line spacing. If the table or graph is reduced from its original size for inclusion, applicants must use larger type sizes in preparing the original so that the reduced material in the application report meets the font size requirement.
- Font size and/or style need not be uniform throughout the application report so long as all styles and sizes meet the requirements.

**d. Format**

- Number of lines per page must not exceed 60, including the page headings. A blank line separating paragraphs is counted as a line

- Margins of at least ¾ inch on the side of the page that is bound or fastened and at least ½ inch on the opposite side of the page are preferred
- Pages set up in a two-column format are preferred. Pages may be printed on both sides. (The page count limits are based on single-sided pages.)
- Text pages should have portrait orientation. Graphs, figures, and data tables may have either portrait or landscape orientation.

**e. Numbering**

The pages of the Responses Addressing the Criteria must be numbered consecutively from start to finish; e.g., 1...50. Blank pages should not be numbered. All figures should be numbered in sequence within each Item and Category, such as Figure OP-1 or Figure 2.1-1.

**4. Assembly Requirements**

- a. All components of the application report **must be securely fastened to prevent separation during handling**. The use of clips or binders with easily opened pressure-sensitive clips is discouraged.
- b. The use of bulky binders or similar heavy covers is discouraged.
- c. Video and audio tapes or other information aids are not acceptable and may not be included.

**5. Submission Requirements**

- a. Applicants must submit an Application Package containing:
  - Individually bound copies of the complete Application Report (Tier 2 – 12 copies, Tier 3 – 20 copies)
  - A check or money order covering the application fees for the Application Report. Fees are discussed in the Application Form Instructions. The check or money order should be made payable to **Iowa Quality Center**.
- b. The Application Package must be postmarked or consigned to an overnight delivery service no later than **August 3, 2018**.

Send the complete Application Package to:  
**Iowa Recognition for Performance Excellence**  
c/o Iowa Quality Center  
1204 Dina Court  
Hiawatha, IA 52233  
319-398-7101

**6. Description of Application Report Parts**

- **Front cover** – blank (no text, pictures, or figures)
- **Title page** with the name of the applicant. Applicants also have the option to include their address, pictures, and logo; the date; a statement indicating that this is an application for the 2018 Iowa Recognition for Performance Excellence; and/or a statement regarding confidentiality of

content. No further information or text about the applicant may be included on this page.

- **Table of Contents** indicating the page number of the following: the Eligibility Determination Form, the organization chart(s), the Application Form, the Glossary of Terms and Abbreviations, the Organizational Profile, and each Category and Item. Pagination of Areas to Address, tables, and figures does not need to be included in the Table of Contents.
- **Eligibility Determination Form**, including all Site Listing and Description pages and, if the applicant is a subunit, line and box organization charts of the parent/holding company showing where the applicant fits into the overall organization.
- **Line and box organization chart(s) of the applicant organization** with sufficient detail for Examiners to understand the relationships between the applicant's subunits.
- **Application Form** signed by the applicant, indicating that the applicant agrees to the terms and conditions of the IRPE process and, if chosen, agrees to host a site visit; facilitate an open and unbiased examination; pay reasonable costs associated with the site visit; and if selected as an award recipient, share information on successful performance excellence strategies with other Iowa organizations.
- **Glossary of Terms and Abbreviations** used in the application report.
- **Organizational Profile** outlining the applicant's organization, addressing what is most important to the organization as well as the key factors that influence how the organization operates and where it is headed. A vital part of the overall application, the Organizational Profile is used by the Examiners in all stages of the application review.
- **Responses Addressing the Criteria**
  - Use the *Criteria Response Guidelines* in the Criteria book to help you in writing your responses.
  - Tier 1 applicants will respond to the Iowa Quality Center to arrange a time for the Gallery Walk with Senior Leaders
  - Tier 2 applicants will respond at the Item level by answering the Overall Item (**Bolded**) questions in 20 pages or less.

- Tier 3 applicants will respond to the Multiple Requirement questions for each Item in 50 pages or less.

- **Back cover** – blank

## SOURCES OF ADDITIONAL INFORMATION

Information about the *Iowa Recognition for Performance Excellence* Program including self-assessment guides for Business, Education, and Health Care, and training can be obtained from:

Iowa Quality Center  
IRPE Program Office  
Attention: Gary Nesteby, Executive Director  
1204 Dina Court  
Hiawatha, Iowa 52233  
Telephone (319) 398-7102  
E-mail [gnesteby@iowaqc.org](mailto:gnesteby@iowaqc.org)  
**Website** <http://www.iowaqc.org>

Single copies of the Baldrige National Quality Program Criteria for Performance Excellence can be obtained from

Baldrige National Quality Program  
National Institute of Standards and Technology  
Administration Building, Room A635  
100 Bureau Drive, Stop 1020  
Gaithersburg, MD 20899-1020  
Telephone (301) 975-2036  
Fax (301) 948-3716  
E-mail [nap@nist.gov](mailto:nap@nist.gov)  
Website <http://www.baldrige.gov>

Multiple copies of the Criteria may be ordered in packets of 10 from the American Society for Quality (ASQ) or through the Iowa Quality Center

2017-2018 Business/Nonprofit Criteria  
2017-2018 Education Criteria  
2017-2018 Health Criteria

Telephone (800) 248-1946  
Website <http://www.asq.org>

# ELIGIBILITY DETERMINATION FORM INSTRUCTIONS

**(Eligibility Determination Forms and Related Documentation are due by June 4, 2018)**

The Eligibility Form is constructed using form fields. To complete the form, highlight the appropriate shaded box and add your information. To mark a check box, move the cursor to the appropriate box and click.

Type all requested information. The Eligibility Determination Form and all documentation should be sent to:

*Iowa Quality Center  
IRPE Program Director  
1204 Dina Court  
Hiawatha, Iowa 52233*

## **Item 1: Applicant**

Provide the official name and mailing address of the organization applying for the process.

## **Item 2: Application Tier**

Check the appropriate box corresponding to the Tier selected by the applicant.

## **Item 3: Organization Sector**

Check the appropriate box corresponding to the sector for the applicant's organization.

## **Item 4: Headquarters Location**

Indicate whether or not the headquarters for the applicant's organization is located in Iowa.

## **Item 5: Size of Applicant**

Provide the number of employees/faculty/staff of the applying unit. Indicate the percentage of employees/faculty/staff in Iowa.

## **Item 6: Subunit Designations**

If the applicant is a subunit or subsidiary, then responses are required; otherwise, check the "No" box and go to Item 7.

The subunit must be self-sufficient enough to be examined in all seven Criteria Categories, and it must be a discrete business entity that is readily distinguishable from other parts of the parent organization. It cannot be primarily a business support function (sales, distribution, legal services, etc.).

If a subunit uses processes that are maintained by the parent company (e.g. strategic planning, human resources, etc.), an explanation of the subunit's relationship and responsibilities to the parent in these areas must be provided (use a separate sheet).

Complete the form as follows:

- Check the appropriate box.
- If the applying organization is a subunit of an organization, then the name and address (City & State) of the parent organization must be supplied.
- Provide the number of employees of the parent organization..

## **Item 7: Applicant Description**

Briefly describe the following:

- Provide appropriate line-box organizational charts.
- Site Listing and Description Form
  - Provide the address of each site. If a site visit is conducted, a more detailed listing may be requested when the visit is planned.
  - Provide the number of applicant's employees / staff / faculty at each site.
  - Provide the percent of sales, revenues, or budget (as appropriate) accounted for by output of each site.
  - Describe the types of all major products and services that constitute the output of each site.

## **Item 8: Fee**

A non-refundable fee of \$100 and all requested documentation must be included with the Eligibility Determination Form.

## **Item 9: Highest Ranking Official**

The signature of the applicant's highest-ranking official or designee is required.

## **Item 10: Contact for Further Information**

While reviewing the Eligibility Determination Form and associated materials, the IRPE office may need to contact the applicant for additional information. Give the name, address, and telephone number of the official inquiry person.

## **Item 11: Intent to file a Baldrige Application in the same year (optional)**

Indicate whether the organization intends to apply for both the National Baldrige Award and the Iowa Recognition for Performance Excellence in the same year.

## **Item 12: Eligibility**

Eligibility verification will be returned to the applicant to be included in the final application report.

# 2018 Iowa Recognition for Performance Excellence ELIGIBILITY DETERMINATION FORM

## 1. Applicant

Organization Name:

Address:

## 2. Application Tier

- Tier 1 - Commitment (Applications accepted year round)
- Tier 2 - Progress
- Tier 3 - Leadership

## 3. Organization sector

- Business
- Education
- Healthcare
- Government
- Not-For-Profit

## 4. Headquarters located in Iowa?

- Yes
- No

If No, indicate location

## 5. Size of applicant

- Total number of full-time Employees/faculty/staff
- Percent of full-time Employees/faculty/staff in Iowa

## 6. Subunit designations

Is the applicant a subunit? (See page 9)

- Yes
- No

Parent Organization

Address

Number of parent Organization Employees \_\_\_\_\_

## 7. Applicant Description

Please attach appropriate line-box organization chart(s) and complete the Site Listing and Description Form (use extra sheets if needed).

## 8. Fees

Enclose \$100 to cover eligibility determination. Make check payable to: **Iowa Quality Center - IRPE**

## 9. Highest ranking official

Name:

Title:

Address:

Telephone No: (    )

Signature: \_\_\_\_\_

## 10. Contact for further information

Name:

Title:

Address:

Telephone No: (    )

e-mail address

## 11. Intent to file a Baldrige Application this year (optional).

Do you plan to submit an application for the Malcolm Baldrige National Quality Award this year?

- Yes
- No

## 12. Eligibility

<b>Eligibility Determination Verification</b>	<b>For official Use Only</b>
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**Note: a verified eligibility determination form must be submitted as a part of the application package.**



# APPLICATION FORM INSTRUCTIONS

(Applications must be submitted by August 3, 2018)

The Application Form is constructed using form fields. To complete the form, highlight the appropriate shaded box and add your information. To mark a check box, move the cursor to the appropriate box and click.

Type all requested information. The Application Form may be duplicated. **Applicants must submit a copy of the Application Form and the verified Eligibility Form with each copy of the Application Report.** The Application Package should be sent to:

*Iowa Quality Center  
IRPE Program Director  
1204 Dina Court  
Hiawatha, Iowa 52233*

#### **Item 1: Applicant**

Provide the official name and mailing address of the organization applying for the process.

#### **Item 2: Application Tier**

Check the box corresponding to the Tier selected by the applicant.

#### **Item 3: Organizational Sector**

Check the appropriate box corresponding to the sector of the applicant organization.

#### **Item 4: Size of Applicant**

Provide the number of full-time employees/staff/faculty and the total number of sites of the applying organization.

#### **Item 5: Fees**

The following fees should be submitted with the application:

**Tier 1 – Commitment** Gallery Walk assessments are priced at:  
< 500 employees \$1800 + expenses  
> 500 employees \$2500 + expenses

**Tier 2 - Progress** applications require a fee of \$1.50 per full-time employee (Maximum of \$2500, minimum of \$1000) which is due when the application is submitted.

**Tier 3 – Leadership** applications require a fee of \$3.00 per full-time employee (maximum of \$4500, minimum of \$2500) which is due when the application is submitted.

#### **Item 6: Highest Ranking Official**

Provide the contact information for the applicant's highest-ranking official or designee.

#### **Item 7: Contact for Future Information**

While reviewing the Application Form and associated materials, the IRPE office may need to contact the applicant for additional information. Provide the name, address, telephone number, and email address of the official contact person.

#### **Item 8: Applicants Statement**

The signature of the authorizing official (Item 11) confirms that the applicant will facilitate an open and unbiased examination and, if selected to receive a site visit, agrees to pay \$1000 (administrative fee) plus all reasonable expenses incurred by the site visit team.

#### **Item 9: Publicity Permission**

Indicate preference regarding recognition and publicizing the applicant's participation in the 2018 Iowa Recognition for Performance Excellence.

#### **Item 10: Signature, Authorizing Official**

The person whose name appears as the highest-ranking official in Item 7 must sign and date the form.

# 2018 Iowa Recognition for Performance Excellence APPLICATION FORM

## 1. Applicant

Organization's Name:

Address:

## 2. Application Tier

- Tier 1- Commitment (Gallery Walk)  
 Tier 2 - Progress  
 Tier 3 - Leadership

## 3. Organization Sector

- Business  
 Education  
 Healthcare  
 Government  
 Not-For Profit

## 4. Size of Applicant

- Total number of full-time employees/faculty/staff \_\_\_\_\_
- Total number of sites \_\_\_\_\_

## 5. Fees

Make check payable to:  
**Iowa Quality Center**

## 6. Highest Ranking Official

Name:

Title:

Address:

Telephone No: ( ) -

## 7. Contact for Future Information

Name:

Title:

Address:

Telephone No: ( ) -

E-mail:

## 8. Applicant's Statement

We understand that this application will be reviewed by members of the Board of Examiners. We agree to pay \$1000 plus all reasonable expenses incurred by the site visit team and to facilitate an open and unbiased examination

## 9. Publicity Permission

Does the IRPE Executive Council have your permission to recognize and publicize your organization as a participant in the 2018 Iowa Recognition for Performance Excellence?

Yes  No

## 10. Signature of Authorizing Official

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Form IRPE – 2  
02/01/2018