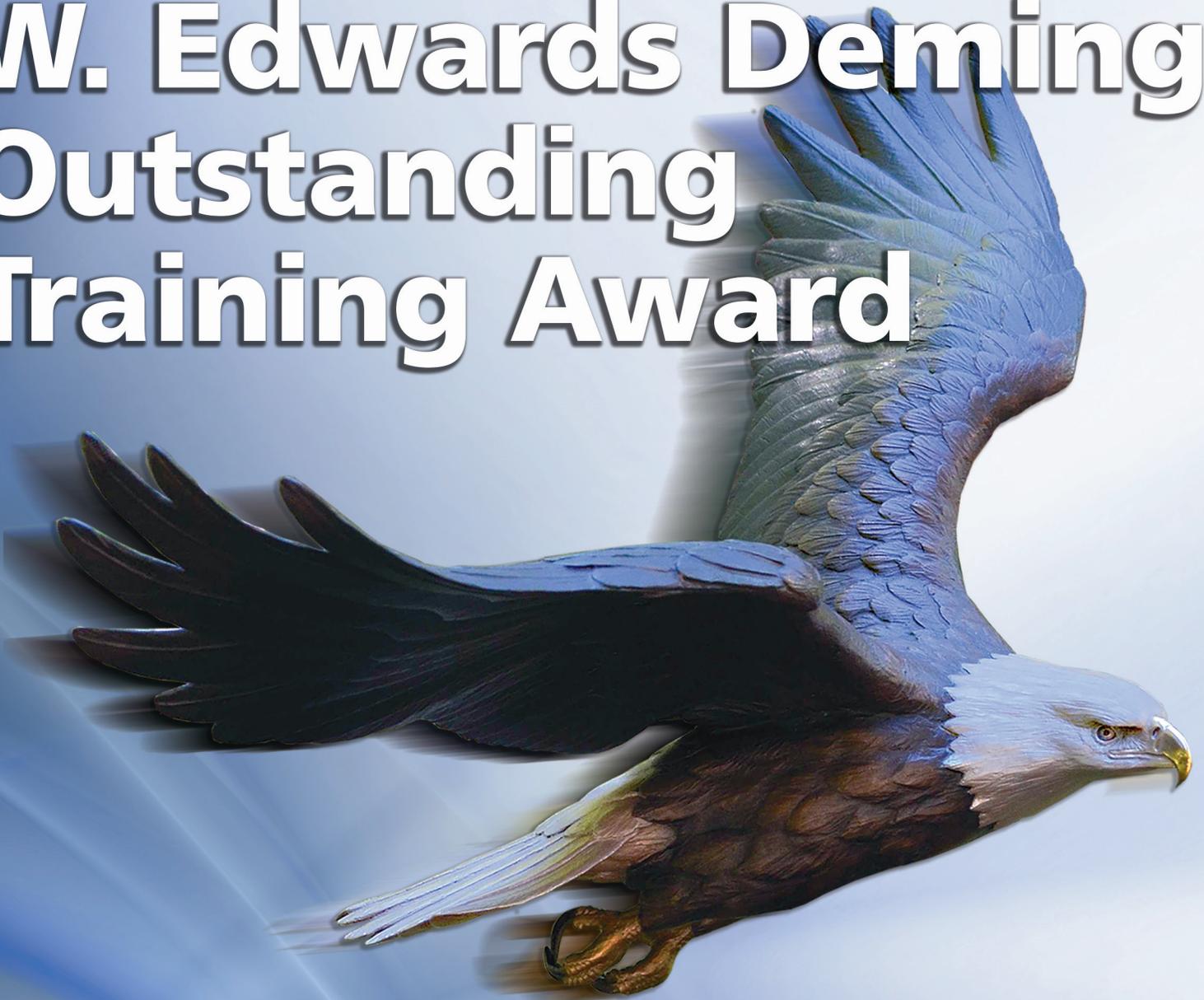


# **The W. Edwards Deming Outstanding Training Award**



**Presented in recognition of an impressive  
workforce development initiative.**



# Success is Everyone's Responsibility

Successful training is training that reaches all parts of an organization, addressing its specific needs and empowering individuals to achieve at every level. Each year, Graduate School USA presents the W. Edwards Deming Outstanding Training Award to a federal government organization, or a civilian or uniformed branch of the military, in recognition of such an effort.

Deming-winning projects are developed with a long-term vision for an organization's future by teams who are willing to innovate and to see the project through over the long haul, demonstrating a commitment to new learning. These projects also engage and benefit participants across multiple levels or areas of an organization, encouraging employee buy-in and cooperation.

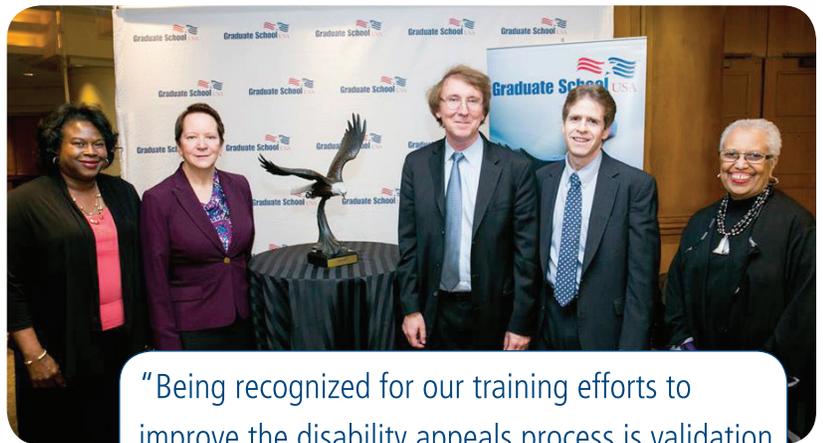
See how last year's winning project used a data-driven training approach to achieve statistically significant results—and inspire participants.

## Social Security Administration, Office of Disability Adjudication and Review Office of Appellate Operations

One of the largest administrative judicial systems in the world, the Social Security Administration's ODAR/OAO is responsible for the final two levels of the administrative appeals process for SSA disability claims. The Office faced a growing backlog of cases, and their massive workload demanded a systematic, strategic approach to the challenge of improving their processes. To reduce their case backlog, they needed to both improve accuracy and increase case processing speed. Sampling a broad cross-section of Administrative Law Judges (ALJ) responsible for reviewing cases, ODAR/OAO benchmarked their

current skill sets and determined program goals against 84 metrics by which judges can be evaluated, using a data-driven approach to get at the heart of the issues and produce meaningful, measurable results.

The results of this initiative were eye opening: After the training, the Office saw a 5% or greater improvement in 35 of the 84 performance metrics and a 2% - 4.99% improvement in 14. Statistically speaking, this training had a significant impact on ALJ performance. Not only did the training improve the work process, it inspired participants to take what they'd learned and share it with other judges. ODAR/OAO developed an effective training that achieved statistically significant results and also created enthusiasm among participants—increasing the probability that information will be retained, applied, and shared among colleagues.



"Being recognized for our training efforts to improve the disability appeals process is validation of ODAR's hard work over the last several years"

Patricia Jonas  
Executive Director, OAO



# The W. Edwards Deming Outstanding Training Award

## Eligibility

The W. Edwards Deming Outstanding Training Award is presented annually to a federal government organization, or a civilian or uniformed branch of the military.

Individuals are not eligible for this award.

Nominated projects must have been initiated within three years prior to the nomination deadline.

## Criteria

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

- The workplace training or education initiative was outcome based rather than activity based; it resulted in a verifiable improvement in some aspect of the organization's performance.
- A sound rationale was 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 organizational impact of the training initiative.

## Due Date

All submissions should meet the requirements detailed in this document. The deadline for receipt of nominations is

July 29, 2016 at 5 p.m. Eastern.

## Recognition

Graduate School USA, an organization committed to providing excellence in workplace development training and services, has been presenting the W. Edwards Deming Outstanding Training Award since 1996. The winner of the Award will be honored in the following ways:

- Award presentation during the Excellence in Government Conference
- Recognition at events and in publications honoring contributions to the training and development of the public sector
- Profiles and press releases in Graduate School USA publications and on the School's website

The recipient agency joins an exemplary group of organizations that have been recognized for exceptional accomplishments in employee training and development.

## Completing the Nomination

The most successful nominations are those that adhere to the following suggestions:

- Explain specifically how the nominated program meets the criteria.
- Focus on the effect of the employee training program on your organization's performance.
- Stress the factors that make the program exceptional or noteworthy.
- Substantiate all claims. Provide information that objectively verifies the successful results of the nominated program on your organization's performance.
- Avoid acronyms and jargon. Members of the Selection Board may not be familiar with agency-specific terms.
- Include a one-page summary of the nominated program. The summary may be made available to the media and other interested parties.
- Supplementary CDs, DVDs, or additional media may be used as they directly relate to the overall success and performance goals of your organization's training initiative. Supplementary materials will become the property of Graduate School USA and will not be returned.
- A photo of the nominated team

Visit [graduateschool.edu/deming](http://graduateschool.edu/deming) for information on winning projects.

## The Selection Board

The Selection Board 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 board member's agency, the member will excuse him/herself from consideration of that nomination. The decision of the Selection Board is final.

# Nomination Form

All entries must be accompanied by this form and a one-page summary of the nominated program. All entries must be typewritten and may not exceed twenty 8.5" x 11" pages (including summary). Entries may be submitted as hard copy or emailed as PDFs to deming@graduateschool.edu.

## Part I: Nominee Information

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Organization Nominated (Provide the organization's name as it should be engraved on the award, if selected)

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Mailing Address of Above

---

City

State

Zip

---

Telephone

Fax

## Part II: Time Frame

Nominated projects must have been initiated within three years prior to the nomination deadline.

Starting Date of Program \_\_\_\_\_ End Date (if applicable) \_\_\_\_\_

## Part III: Description of Training Initiative and Impact on the Organization's Performance

Through detailed responses to the items below, describe the employee education or training program you are nominating and its impact on organizations.

1. Briefly explain the overall mission of the organization (or specific unit) being nominated.
2. Describe the purpose or desired outcome of the training initiative. What aspect of the organization's organizational performance was the program designed to correct or improve?
3. Describe how and why it was determined that employee training and development would resolve the performance issue or deficiency.
4. Include information on the individuals, teams, or organizations that received the training and on the training design process. Explain how the program was linked to the organization's accomplishment of its mission.
5. Provide a timeline of the program's primary activities.
6. Explain how the program resulted in a positive impact on the achievement of organizational goals. Objectively document the outcomes or results, and their positive impact on the organization's mission.
7. Include a photo of the nominated team.

## Part IV: Nominator Information and Signature

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Name and Title of Contact Person Familiar with this Submission

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Organization

---

Mailing Address

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---

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City

State

Zip Code

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Telephone

Fax

Email

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Signature of authorizing official

Date

All entries must include this completed nomination form plus a one-page summary of the initiative. Entries may not exceed 20 pages. Email or send the nomination to:

Graduate School USA / Deming Award  
ATT: Cynthia Hawkins  
Suite 330  
600 Maryland Avenue SW  
Washington, DC 20024  
(202) 314-3665  
deming@graduateschool.edu

All nominations must be received by 5:00 p.m. Eastern on July 29, 2016.

All nominations become the property of Graduate School USA and will not be returned.





600 Maryland Avenue SW  
Washington, DC 20024-2520

Key code: Deming Award

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# Excellence in Governance



**The W. Edwards Deming Outstanding Training Award** is presented annually to a federal organization or civilian branch of the military in recognition of an impressive workforce development and training program that shows measurable benefits.

W. Edwards Deming's ideas influenced our view of workplace learning as continuous professional development that empowers individuals to impact their organizations' success.

A Graduate School USA instructor and dean for many years, Deming believed that transformation "is everyone's job," and that businesses seeking change must make a long-term commitment to new learning and new philosophy.