

THE 2018 W. EDWARDS DEMING OUTSTANDING TRAINING AWARD

Open to All Federal, State, and Local Government Agencies and Government Contractors

Graduate School USA presents the W. Edwards Deming Outstanding Training Award to a federal, state or local 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.

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

Eligibility

- ▶ Federal, state and local government organizations, and civilian and uniformed branches of the U.S. military are eligible.
- ▶ Government contractors who are partnering with a federal, state, or local government agency on a project that meets the criteria of the Deming award are also eligible to apply. However:
 - The contractor must be the primary contact brought on by the agency that created the specific program, under the direction of the agency.
 - The contractor must be administering the program in partnership with the agency.
- ▶ Individuals are not eligible.
- ▶ Nominated projects must have been initiated within two years of the nomination deadline.
- ▶ There is a one-year moratorium on any extension of a previous winning initiative.

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.

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, in the fall of 2018
- ▶ Recognition in Graduate School USA publications and on our website

The recipient organization 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.

To nominate your organization for the 2018 Deming Award, go to graduateschool.edu/demingform.

The nomination deadline is August 13, 2018 at 5:00 pm EDT. Nominations received after the deadline will not be considered.



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.



2017 W. Edwards Deming Award Winners

Government Publishing Office Leadership Evaluation and Development (LEAD) Program

The U.S. Government Publishing Office (GPO) is the federal government’s official, digital, secure resource for producing, procuring, cataloging, indexing, authenticating, disseminating, and preserving official government information.



In 2011, GPO developed and implemented an agency-wide, open-to-all-employees leadership development program, called LEAD. Over the last six years, 18 percent of GPO’s workforce has completed the program. The program has had a major impact on the agency’s business transformation from print centric to digital publishing and content management.

Since the program’s start, 18 percent of the workforce have graduated from the training; the organization’s “best places to work” rating has increased eight points; leadership and management knowledge is up seven points; and their “Leaders Lead” rating has increased by eight points.

Social Security Administration OBM Training and Development Program

The Social Security Administration’s Office of Buildings Management (OBM) provides daily maintenance and operations services for all facilities on the Social Security Administration’s (SSA) headquarters campus, as well as delegated and outlying buildings.



To effectively perform their jobs, with the ultimate goal of improving customer satisfaction, the purpose of developing OBM’s Employee Training and Development Program is to equip employees with exceptional knowledge, skills, and abilities. SSA believes that by strengthening their workforce, they foster a team environment and enhance the quality of their team’s performance, now and in the future.

Since the program’s launch, results from OBM’s annual Customer Satisfaction Survey show their initiatives are returning dividends. In 2015, customers rated their overall satisfaction at 54 percent. In 2016, the overall satisfaction rating rose to 81 percent, an increase of 27 percent. This increase far exceeded the organization’s expectations and directly aligns with their mission.

U.S. Army Public Health Center Continuous Process Improvement (CPI) Program

The U.S. Army Public Health Center (APHC) established the Continuous Process Improvement (CPI) Program to lead and manage a workforce development initiative focused on training and educating personnel in CPI concepts and tools. This initiative was designed to develop a corps of CPI practitioners, who would improve the quality, speed and cost associated with providing public health products and services.



The program established a development cycle for CPI practitioners: Educate, Demonstrate, and Disseminate. The Educate phase focused on the types of training that would be utilized to educate personnel in CPI concepts and tools. The program decided to leverage the Department of the Army’s Lean Six Sigma (LSS) training. The Demonstrate phase focused on how personnel would demonstrate and gain experience applying CPI tools. The Disseminate phase focused on how the CPI Program would continue to develop CPI practitioners once they’ve completed their initial project.

To date, CPI projects have yielded Cost Avoidance of more than \$1.5 million.

National Geospatial-Intelligence College Expanding Global Reach Initiative

The National Geospatial-Intelligence College (NGC), part of the National Geospatial-Intelligence Agency (NGA), is an accredited learning institution. NGA provides policymakers and U.S. government agencies with geospatial intelligence. NGC has lead responsibility for training the NGA workforce.



In 2015, NGC rolled out an ambitious strategy to meet the long-term vision of the NGA leadership. The central pillar, “Expanding Global Reach,” relies on a multi-faceted initiative, On Demand, On Domain (OD2), to provide learning and professional development content across IT networks. The goal was to develop the capability to deliver quality training, as needed, outside of NGA’s own facilities.

NGC Web-based learning tools were increased 270 percent; the instructor cadre increased 89 percent; job impact for training improved seven percent; and the processing of learning requirements rose more than 20 percent.

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Graduate School USA presents the W. Edwards Deming Outstanding Training Award to government organizations that exemplify excellence with an initiative or project that focuses on enhancing quality processes within that organization.


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