



NEWSWIRE

A MESSAGE FROM CEO, Tammy Austin

Our new fiscal year officially began September 1, and we are off to an exciting start. Over the summer, we worked with the Board of Overseers on many projects. One of those was creating action plans and teams to focus on Examiner Recruitment and Retention. Many changes were implemented in regards to the Examiner Application to effectively communicate the commitment and expectations of being on the Board of Examiners. In August, we were thrilled with the high number of Examiners that were accepted and invited to participate in the 2006 Award Cycle. That was before the hurricanes. After Katrina and Rita invited themselves into our State and neighboring State, many Examiners had to back out of this cycle due to personal impact from the storms and work. However, we will persevere.

We are looking for a few good people. Resources needed on the Board of Overseers are:

- Process Team of the Board of Overseers needs one team member with process experience; two with desktop publishing experience; an Access database expert; and one member to provide some temporary data entry work;
- The Training Team is looking for volunteers to help facilitate Examiner training. Also need curriculum developers;
- The Examiner Focus Team is looking for 12 – 15 volunteers to help with recruiting;

To participate on these teams, you must have at least two years experience as an Examiner. All interested parties should contact Quality Texas.

Quality Texas continues to seek volunteers to work on the Quest Planning Team, Marketing, and Newsletter. Examiner experience is not necessary to participate on these teams.

APPLICATIONS – Coming & Going

We are excited to announce that we have a 40 percent increase in the number of award level applications for 2006. Applications have been

We are grateful to the organizations and employees of the 2006 Board of Examiners. The experience these examiners gain from participating in the award cycle benefits the organizations that pursue the journey for performance excellence. The success of their involvement would not be so, without the support the examiners receive from their manager, and organization, as well as the support they get from home.

Plans are underway for next year's Texas Quest for Excellence. Save the Date! June 15-16, 2006 for the Annual Award & Recognition and Texas Quest for Excellence Conference! The Awards Recognition event will be held Thursday evening at the Dallas-Richardson Renaissance Hotel and the beautiful Eisemann Center. The full-day Conference will be at the hotel on Friday, June 16, 2006. Mark your calendars!

Thank you again for your efforts. Keep up the great work!

processed and are on their way to examiners to begin their individual reviews. Stage 1, individual review, will be completed by January 6, 2006. In Stage 2, teams will then synthesize individual reports, complete the consensus process, and forward applicant scores to the Panel of Judges. Those applicants and teams selected for site visits will be notified by February 28. All site visits will be conducted between April 2 and April 14.

PANEL OF JUDGES

The Panel of Judges plays a vital role in the TAPE Award Process. The 2006 Panel of Judges currently consists of eight individuals who are experienced examiners and team leaders. Judges serve a three-year term, eligible for renewal for a second term, or six years total. Panel members are: Mac McGuire, Chairman; Pat Griffith; Barry Johnson; Robert Vokurka; and newly selected members: Laurie Birkelo; Bill Denney; Merl Elder; and Jim White.

The Panel reviews consensus scores of all award level applicants and determines those applicants who are to receive a site visit for clarification and verification of information provided in the application. Judges do not know the identity of the applicants until after their selections are made. After site visits are conducted, the judges then

Managing for Performance Excellence Workshop –

The purpose of the Managing for Performance Excellence workshop is to introduce organizations to the Texas and Baldrige Criteria for Performance Excellence. The workshop will describe how the criterion frames a world-class management system. Methods for Self-assessments or internal assessments to fit your organization's needs are included. To register online, www.texas-quality.org and click on Training Workshops under Events; or call Quality Texas at 214-565-8550.

Planning for the 2006 Texas Quest for Excellence

is under way. If you would like to participate on the planning team, please contact Quality Texas.



review applications, the teams' reports of findings, confer with the team leaders and then determine those organizations to receive the Texas Award for Performance Excellence.

EXAMINER'S CORNER

SPECIAL THANKS

Thanks to all 123 individuals who completed the Examiner Training in Dallas, Houston and San Antonio. A special thanks to the Bill J. Priest Campus of El Centro College for providing classrooms for the training and staff support for preparing the student materials, name tags and tent cards for all the training sites. A very special thanks to Hewlett Packard for providing the training facility and all of the catering for meals and breaks in Houston. A very special thanks also



Houston Examiner Training Group

to SBC in San Antonio for providing the facility and catering for breakfast and breaks for both the Examiner Training and the



Dallas Examiner Training Group

Quality Texas to offer high quality professional training for the Award Process.



San Antonio Examiner Training Group

New Examiner Orientation. It is through the tremendous support provided by these organizations that has made it possible for

EXAMINER TRAINING AND BEYOND

Reports from all three Examiner training sites indicated a great deal of learning occurred with lots of humor, creativity, wit and drama. The 10.1 skits seem to be everyone's favorite. We do have some very talented actors/actresses!

A one-day training session will be held for Team Leaders/Back-Up Team Leaders and Senior Examiners on Thursday, December 8, from 8:00 AM to 4:00 PM. This training is required of all team leaders and back-up team leaders. The session will be held at the Bill J. Priest Campus of El Centro College located at 1402 Corinth in Dallas. The session will be focused on the duties and responsibilities of the team leadership through consensus and site visit. Process

observers, feedback writers and other experienced examiners are encouraged to attend.

Separate training sessions will be held on December 9 for Process Observers and Feedback Report Writers and Editors. All examiners are welcome to attend the Feedback Writers session to improve comment writing skills. Please contact the QT Office to pre-register.

Mark your calendars for Site-Visit Training on March 9, 2006. That session will be for teams to meet together to begin planning for site visits as teams. It will be the first opportunity for face-to-face meetings for teams.

EXAMINER FOCUS TEAM

Under the leadership of Jeff Bracken, the Examiner Focus Team has worked diligently to develop strategies and action plans to improve Examiner Recruitment and Retention. Actions to-date include revision of the examiner application form; implementation of numerous strategies for recruiting examiners including participation in professional and trade organization conferences and meetings, direct communication with recipients, applicants/former applicants/potential applicants, direct emails to school districts, hospital associations, etc.; follow-up with past examiners; and use of surveys and data collection to identify significant factors affecting drop-outs.

The subteams are proceeding with deployment of

strategies and are in need of additional volunteers to work in areas such as marketing and technology resources. If you are interested in joining one of these teams, please notify the QT office by phone (214) 565-8550 or email (quality-info@texas-quality.org) or jwestbrook@texas-quality.org)

AWARD PROCESS TEAM

Debbie Kosarek and Tina Mayse have done an outstanding job in fine tuning the Examiner Reference Manuals for Stages 1, 2, and 3 and for the Progress Level Manuals. They are refining the award process tools to better ensure alignment and consistency among teams in their use of the tools. A major undertaking just getting underway is the review and refinement of the Award program processes.

Training Team

Congratulations to the BOO Training Team for a successful series of Examiner Training sessions. The training team, under the leadership of Scott Jones and Joe Muzikowski, has done an excellent job of refining and enhancing the workshop materials and presentations. The New Examiner Orientation was facilitated by Mac McGuire in both Dallas and San Antonio, with assistance from Annette Craven and Clif Conner. Dallas Examiner Training was lead by Scott Jones, Gary Utrup, and Diana Pollard, with assistance from Jeff Bracken and Tammy Austin. Joe Muzikowski, Bill Schreyer, and Cynthia St. John facilitated the Houston session with Diana Pollard presenting a report from the Board of Overseers. Rick Murray, Jim Austin, and Jack Hunt lead the largest session in San Antonio. Gary Utrup and Cory Styron, with assistance from Pat Griffith, completed the training with a make-up session in Dallas. We sincerely appreciate and applaud these trainers for the extensive time and effort that goes into making the Quality Texas Examiner Training the best.

The team continues to improve the tools and just-in-time training for team leaders, feedback writers and editors, process observers and teams preparing for site visit. Rick Murray, Gary Utrup, Diana Pollard, Cynthia St. John, and Kathryn LeRoy are preparing for upcoming training in each of these areas.