

## County of Los Angeles Quality and Productivity Commission

# 39<sup>TH</sup> ANNUAL PRODUCTIVITY AND QUALITY AWARDS PROGRAM “Catalysts for Innovation”

### 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 ceremony.
- ✦ **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.
- ✦ **Community Equity and Inclusion Award:** Recognizes quality and/or productivity improvements that deliberately and equitably engage diverse underserved communities, populations, and/or geographies.
- ✦ **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.
- ✦ **[NEW] Innovation Award:** Recognizes the implementation of a **new** and **innovative** solution, model, and/or technology that produces measurable results in quality, productivity, and/or community impact.
- ✦ **Mega Million Dollar Award:** Demonstrates and documents the greatest cost savings, cost avoidance, and/or revenue generation 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 operational workflow enhancement to existing processes.
- ✦ **Commissioners’ Legacy Award:** Shows a commitment to program quality and productivity excellence. (In memory of former Commissioners for their extraordinary service to the Commission and County.) **NOTE: The PMN will not vote on this award.**

### OTHER AWARDS

- ✦ **Special Merit Award:** Distinguishes meritorious accomplishment and commendable achievements of special projects or programs that successfully fulfill departmental and County objectives.
- ✦ **Certificate of Recognition:** Recognizes projects deserving honorable mention.