

County of Los Angeles Quality and Productivity Commission

37th ANNUAL PRODUCTIVITY AND QUALITY AWARDS PROGRAM
“Commitment to Serving People and Solving Problems”

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 luncheon.
- ✦ **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:** Recognizing 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.
- ✦ **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.
- ✦ **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 Plaques:** Distinguishes meritorious accomplishment of special projects or programs that successfully fulfill departmental and County objectives.
- ✦ **Traditional Plaques:** Recognizes commendable achievements in public service.
- ✦ **Certificates of Recognition:** Recognizes projects deserving honorable mention.