

THE HAWAII AWARD OF EXCELLENCE

About The Hawaii Award Of Excellence

Mission

The mission of the Hawaii Award of Excellence (HAE) is to **continually raise the level of excellence in all Hawaii organizations while perpetuating that which is unique to the islands and her people**. For all Hawaii's organizations, including business, health care, education, government, military and not-for-profit, we strive to:

- Raise the economic vitality and/or profitability of Hawaii's organizations.
- Enhance the quality of life in our communities.
- Assure the state of Hawaii's economic success.
- Share successful performance strategies and the benefits derived from using these strategies

History

The Hawaii Award of Excellence was developed in 1994 by a multi-sector team of private sector, public sector, and military representatives. Since its inception, the program has been administered and operated primarily through a team of volunteers. Senior leaders from our community participate as Judges and Examiners. A diverse group of professionals from a broad range of industries, companies and organizations, and from all levels and stages of professional achievement participate as Examiners who review applications. The award is currently managed by the American Society for Quality (ASQ) Hawaii Section (ASQ is a partner in the Baldrige National Quality Program).

How HAE Works

The award process and criteria follow the Performance Excellence Framework of the Malcolm Baldrige National Quality Award ("Baldrige"), including the use of the Baldrige *Criteria for Performance Excellence*. The Baldrige Framework embodies world class standards of organizational excellence. HAE is a member of the Alliance for Performance Excellence, which consists of states or regions that have award programs based on the Baldrige. An organization that is planning to apply for the Baldrige National Quality Award must first apply and win at a State or Regional program level.

The Hawaii Award of Excellence adds a focus on perpetuating that which is unique to Hawaii and her people, including the spirit of Aloha. `Oihana Maika`i ("*Endeavors of Excellence*") is the theme of HAE because the people of ancient Hawaii aspire to it. Canoe-makers making canoes, bowl-makers shaping bowls, a priest performing a sacred ritual, all worked with Kina`ole (Flawlessness) in the pursuit of `Oihana Maika`i. (HAE acknowledge Momi Cazimero for her research on the theme of `Oihana Maika`i and Dr. George Kanahale for the concept of Kina`ole).

HAE offers three levels of awards to recognize organizations as they move through the journey to excellence:

‘Oihana Maika`i

The `Oihana Maika`i ("Endeavors of Excellence") award recognizes **highest levels of performance excellence**. Organizations evaluated with 500 points or greater are awarded this level.

Noelo Po`okela

The Noelo Po`okela (“To Seek After Excellence”) award recognizes organizations that are systematically achieving positive results. Recipients of this award attain 250 – 499 points in the evaluation process.

Ka Huaka`i Mua

The Ka Huaka`i Mua (“The First Journey”) award was created for organizations starting to use the *Criteria* to improve performance. The Ka Huaka`i Mua award applications are reviewed by examiners, but not scored. Organizations completing the self-assessment at this level are recognized with a certificate.

Applicants at all levels receive a written feedback report regarding their strengths and opportunities for improvement for each of the Items of the *Criteria*.

The Award process is designed to serve not only as a basis for making award selections, but also to facilitate an applicant’s diagnosis of its leadership and organization system. Award applicants receive a comprehensive written feedback report prepared by Board of Examiner team members. Award recipients are regarded as “models of excellence” for all Hawaii organizations.

The Baldrige Performance Excellence Program

Information about the Performance Excellence Framework can be found on the Baldrige Program home page: <https://www.nist.gov/baldrige>

Information about the *Criteria for Performance Excellence* can be found here: <https://www.nist.gov/baldrige/publications/baldrige-excellence-framework>

Information about getting started with Baldrige and doing a self-assessment can be found here: <https://www.nist.gov/baldrige/self-assessing/getting-started>

Profiles of the Baldrige Award recipients can be found here: <https://www.nist.gov/baldrige/award-recipients>

Why Should Hawaii Organizations Consider The Hawaii Award Of Excellence?

Are you looking for ways to systematically improve your overall organizational effectiveness and capabilities by improving your organization’s performance practices, capabilities and results to achieve world-class levels of performance? The Hawaii Award of Excellence is just what you’ve been looking for!

The Hawaii Award of Excellence (HAE) is based on Performance Excellence Framework of the Malcolm Baldrige National Quality Award. The Baldrige Performance Excellence Framework, including the *Criteria for Performance Excellence*, has been used for over thirty years by thousands of small and large American organizations in business, health care, education and the non-profit sector to achieve outstanding business results.

Why should you use the *Criteria for Performance Excellence*?

Baldrige Award winners achieve outstanding business results. A fictitious stock fund made up of the publicly-traded US companies that received the Baldrige Award between 1992 and 2001 outperformed the S&P 500 by as much as 6 to 1.

Using the *Criteria for Performance Excellence* for self-assessment helps an organization measure performance on a wide range of key organizational performance indicators: customers, products and/or services, operations and financial results. All key stakeholder processes and results are examined: leaders, customers, employees, suppliers and the community.

The self-assessment will help you take a systematic look at your organization's strengths and opportunities for improvement.

Why should you apply for the Hawaii Award of Excellence?

By submitting a formal application for the HAE, you will receive an outside perspective on your organization from the HAE Board of Examiners. The HAE assessment will include a site visit - an exhilarating and unifying experience for your team.

You will receive a detailed feedback report outlining your strengths and opportunities for improvement for each Item in the *Criteria for Performance Excellence*, based on the independent assessment made by the HAE to supplement (and validate) your own findings.

You might be an Award recipient!

What if you receive the HAE Award?

You may publicize your elite status and use the Award in your advertising.

You will be regarded as a "model of excellence" and be asked to share the story of your journey with other Hawaii organizations.

How To Apply For The Hawaii Award Of Excellence

Eligibility

Any self-contained organization operating in Hawaii that is self-sufficient enough to be examined in all seven *Criteria* Categories may apply for the `Oihana Maika`i and Noelo Po`okela Awards:

- For-profit and not-for-profit organizations, including, but not limited to, commercial businesses, learning institutions, military units, government departments, human services organizations, trade associations and professional societies with more than 50% of the applicant's employees and physical assets located in Hawaii
- A subsidiary or subunit that could exist as a stand-alone entity
- Franchise organizations that are wholly-owned and managed by individuals
- Self-contained and individually managed "chain" organizations such as hotels, schools, restaurants and retail stores

Any organizational unit, including subunits and teams, may participate in the Ka Huaka'i Mua program.

Organizations that receive an Award may not receive the same level Award again until the fourth Award cycle following the original award (e.g., a 2018 winner could apply and win at the same level in 2022). Organizations cannot regress in the Award program to receive a lower level Award.

All organizations interested in applying for the Hawaii Award of Excellence should submit an "Intent to Participate" form to obtain verification of eligibility before beginning the Award application process.

Confidentiality

The identity of applicants for HAE remains confidential unless the applicant is selected as an Award recipient. All information submitted by the applicant is treated as confidential. All examiners are required to follow stringent procedures to maintain confidentiality when handling information. All application material will be returned or destroyed after the review.

The Criteria

The criteria for the Hawaii Award of Excellence are identical to the Baldrige National Quality Program's *Criteria for Performance Excellence*. There are Business/Non-Profit, Health Care and Education versions of the *Criteria*. You may use the version most appropriate for your organization. Please refer to the *Baldrige Performance Excellence Program* section for links to information about the Baldrige Performance Excellence program, including how to obtain copies of the *Criteria*.

Application Process

1. Submit your intent to participate form to the HAE program.
2. Once notified of eligibility, submit your application package and fee.
3. The program will work with your contact to establish a review schedule.

Application Fee

The Hawaii Award of Excellence is funded primarily through application fees. Each applicant will receive a site visit. There is no separate fee for the site visit, as long as all sites visited are on the island of Oahu. The fees for the Award cycle are:

	Application Fee	Site Visit Fee
Large Organization (500+ Employees)	\$1500	If needed for travel
Medium Organization (101-499 Employees)	\$1200	If needed for travel

Small Organization (100 or less Employees)	\$500	If needed for travel
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The Application Fee (check payable to “ASQ Hawaii”) is due with your Application package.

Application Requirements

All applicants submit an Application consisting of an Organizational Profile and responses to the *Criteria*. The responses to the *Criteria*, including attachments, charts and figures, should be no longer than 50 pages. Ten (10) copies of your Application are due with your Application Fee.

For directions about where to send your application, send an email to hae@asqhawaii.org.

Application Review

Applications are reviewed and evaluated by members of the Board of Examiners who adhere to strict rules regarding confidentiality and conflict of interest, in a three-stage process:

Stage 1 - Independent review and evaluation by a team of Examiners.

Stage 2 - Consensus review and evaluation by the Examiner Team.

Stage 3 – Examiners conduct a site visit and prepare a final report of their findings. A Panel of Judges then identifies Award recipients.

The Board of Examiners is comprised of quality and performance excellence experts selected from business, professional and trade organizations, educational institutions, military and government agencies. The Board of Examiners meets the highest standards of qualification and peer recognition. All members of the Board take part in an intensive training course designed to ensure understanding, consistency and fairness throughout the examination process. Members of the Board are assigned to applications following strict conflict of interest rules and receive information only about the application to which they are assigned. Each member signs an agreement to abide by a Code of Ethics, including non-disclosure of information from applicants.

The Panel of Judges is comprised of senior leaders from our community. The Judges are the final decision makers regarding progression through the Award process and Award presentation.

Schedule

The schedule for submission is flexible; please contact the program for submission dates.

Important Milestones:

Step 1 “Intent to Participate” Form

Step 2 Application Package

Step 3 Stage 1: Independent Review and evaluation by Examiners (estimated 1.5 months)

Step 4 Stage 2: Consensus review and evaluation by Examiners (estimated 1.5 months)

Step 5 Stage 3: Site Visits by Examiners (estimated one month duration with up to three days on site)

Step 6 Judges identify Award recipients

Step 7 Feedback Report and Award presentation event

Scoring

The Hawaii Award of Excellence uses the same Scoring approach as the Baldrige. Each Item is scored using the Baldrige scoring guidelines and points.

An unlimited number of applicants may be recognized in a single year. Applicants that receive scores above the following thresholds are recognized at that level:

`Oihana Maika`i

(High Level of Excellence)

500 Points and higher

Noelo Po`okela

(Progressing toward Excellence)

250 Points

Feedback to Applicants

Each Award applicant receives a feedback report at the conclusion of the review process. The feedback report is a written assessment prepared by your team of Examiners.

The feedback report contains an applicant-specific listing of strengths and opportunities for improvement based on the *Criteria*. The feedback report helps organizations improve overall performance. Feedback is one of the most important parts of the Award process; it provides a pathway for improvement.

Award Recipients

Award recipients may publicize and advertise their Awards. Recipients are expected to share information about their successful performance strategies with other organizations.

Award recipients are recognized at an American Society for Quality Hawaii Award of Excellence presentation event.

The identity of organizations that apply but do not receive recognition will remain confidential unless the organization chooses to be recognized.

Recent Recipients of the Hawaii Award of Excellence

Castle Medical Center (now Adventist Health - Castle) received the `Oihana Maika`i award in 2015. Castle was awarded the Malcolm Baldrige National Quality Award in the health care category in 2017, one of four recipient in that year. Castle is the first Hawaii organization to receive the Baldrige Award.

In 2017, Hawaii USA Federal Credit Union received the Noelo Po`okela Award, recognizing its progress on the journey to excellence.

How to Contact HAE

For more information about HAE or to request an eligibility form please send an email to hae@asghawaii.org.