

Commandant Awards 10-8.01-K

KNOW the purpose of the following Commandant awards, as presented in the E-PME Study Guide.

- Commandant's Performance Challenge
- Commandant's Quality Award

Commandant Awards

Two highly-visible awards available to Coast Guard commands are the Commandant's Quality Award (CQA) Program and the Commandant's Performance Challenge (CPC) Collaborative Assessment Program.

The primary purposes of these two programs are to:

- **Educate.** Make Coast Guard leaders and managers aware of the meaning and day-to-day usefulness of the award criteria.
- **Encourage.** Encourage management excellence by providing a framework to:
 - ▶ Assess performance
 - ▶ Reveal areas for improvement
 - ▶ Identify best or proven practices
- **Publicize.** Publicize organizational achievements and successes, sharing proven practices for Coast Guard-wide use and learning.
- **Recognize.** Recognize Commandant's Quality Award (CQA) applicants who, while being good stewards of the public trust, have:
 - ▶ Improved their overall performance
 - ▶ Demonstrated a sustained trend in providing excellent services

The Commandant's Quality Award program uses the Malcolm Baldrige National Quality Award (MBNQA) criteria. Slight modifications are made to reflect circumstances unique to Federal Government organizations.

*Commandant
Awards (continued)*

The close alignment with the MBNQA is intentional; it is designed to:

- Foster cooperation and exchange of information between public and private sector organizations
- Ensure the best practices of high-performing organizations are reflected in the government

MBNQA criteria focus on requirements all organizations need to address to systematically achieve high-level results. These criteria address aspects of management in an integrated and balanced way.

Management aspects addressed by the award criteria include:

- Customer and mission-related performance
- Productivity and efficiency in the use of all resources
- Speed and flexibility
- Service and product quality
- Cost effectiveness
- Overall program and financial performance

The criteria address key business processes and results and are designed for diagnosis and feedback. All criteria relate directly to improving organization performance.
