

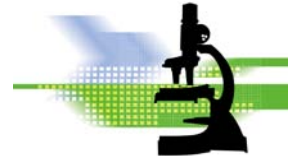


Arizona Performance Excellence Award Program - Applicant Testimonials

“Applying for the various quality awards offered through the Performance Excellence Award Program has allowed our organization to take a very objective look at what we do, why we do it, and how we evaluate and measure what we do. We found that once you go through an award cycle, you cannot continue to do business as usual! Additionally, the criteria have given us a shared language that fits very nicely into our culture of continuous improvement. As a quality professional, I find it rewarding to hear employees talk about their *approaches* or asking one another about *cycles of learning and improvement*.”

**-Gloria Díaz, Manager, Quality and Organizational Development,
Arizona Game and Fish Department**

“Training and networking with Arizona Quality Alliance and other award winning facilities that value quality and performance excellence is exhilarating and powerful. The application process, the site survey and recognition for process excellence has created a positive synergy to showcase our entire facility. As a recipient of the Arizona Quality Alliance showcase award, we are looking forward to the association and the benefits that come from the knowledge and experience of other AQA Award recipients.”



**-Polly Hrenchir, Clinical Director of Women’s Services,
Scottsdale Healthcare**

“Laboratory Sciences of Arizona and Sonora Quest Laboratories are committed to continuously improving its laboratory processes. Our goal is to “Be the trusted leader in diagnostic testing and information services”. The Arizona Quality Alliance and the Performance Excellence Program continues to provide our organization with an opportunity to validate our processes and be recognized once more as a Showcase in Excellence Award recipient.”

**-David A. Dexter, President & Chief Executive Officer,
Laboratory Sciences of Arizona**

“We are very proud to receive this distinction and greatly appreciate how the performance excellence program has provided us with many learning and process improvement opportunities. Ultimately, our students directly benefit from our involvement with the program, since we are better able to produce outstanding educational programs that are cutting edge, timely, and discipline relevant.”

-Dr. Adam Honea, senior vice president and provost of the University of Phoenix



“We’re very proud to win this award and we accept it on behalf of those we serve, the men and women who wear our nation’s uniform. They’re the reason we strive for excellence in everything we do. This award is confirmation of the exceptional quality of work that everyone in our organization does every day. I’m extremely proud of the entire TriWest team.”



**-David J. McIntyre, Jr., President & CEO,
TriWest Healthcare Alliance**

“Having an independent review of our processes validates the current strategic direction Boeing-Mesa is pushing business excellence, while the ideas we gathered from the assessors steer us in new directions to investigate additional opportunities”

**-Danette Harris, Manager, Business Systems, Processes & Audits,
The Boeing Company**

“I believe the AQA Awards Program has great value, in the sense that it provides a "roadmap" for any organization to follow, that--when followed--leads to excellence across the entire organization. Participating in the Awards program provides an opportunity for organizational reflection, learning, and growth, coupled with the unique opportunity to see your business processes through the knowledgeable eyes of outside examiners.”

-Ed Eisele President, Holsum Bakery Inc.

“Honeywell Engines, Systems & Services is pleased to be selected to receive the Arizona Governor’s Quality – Showcase in Excellence Award for our Key Characteristics management process used for Variation Control. As a company we have placed a high degree of importance on Six Sigma and on variation control. The Arizona State Quality Awards Program application process helped us to see what we are doing well and re-emphasized the importance of continued focus on our customer needs, visible leadership involvement, and employee training and commitment. Thank you for the opportunity to participate in this great program”.

**-Dick Pockock, Vice President, Quality Assurance,
Honeywell Engines, Systems & Services**



“Banner Thunderbird Medical Center has learned a great deal and received a number of valuable insights from this process. During application, we were able to go back and revisit the goal, benefits, and results of the MISSION C.L.E.A.R. initiative. The internal assessment validated our belief that by working together, we could eliminate our casual labor and do it in just eight months. The external assessment allowed us to position our efforts as a benchmark within the healthcare industry and measure our accomplishment in real terms. Receiving the Showcase of Excellence Award is an honor we value and share with all the staff of Banner Thunderbird Medical Center and our organization.”

**-Colleen Hallberg, Chief Executive Officer,
Banner Thunderbird Medical Center**