

## Arizona State Quality Awards Program



The annual Arizona State Quality Awards Program recognizes Arizona organizations for performance excellence. This program is established for all Arizona organizations, manufacturing or service, profit or not-for-profit, private or public sector, local, state or federal. The program, modeled after the Malcolm Baldrige Award criteria, provides not only an opportunity for recognition, but also valuable feedback on where an organization is positioned on the quality continuum. The Awards promote:

- awareness of performance excellence as an increasingly important element in competitiveness
- information sharing of successful performance strategies and the benefits derived from using these strategies

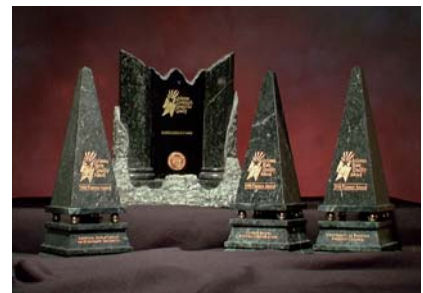
The **State Quality Awards**, started in 1993 and based and judged on the Baldrige National Quality Award criteria, honor organizations that attain the highest level of quality and performance excellence process implementation. The Program provides valuable insight into the applicant's organization, as well as feedback as to where the organization is positioned on the quality continuum.

The **Showcase in Excellence Awards** recognize organizations for specific process excellence. This program allows organizations to focus on each of the processes and build toward a complete quality implementation. Organizations may apply for any organizational process they believe is exceptional, and are encouraged to relate the process to one of six categories aligned with the Baldrige criteria: Leadership; Strategic Planning; Customer and Market Focus; Measurement, Analysis and Knowledge Management; Human Resource Focus; or Process Management.

**Testimonial...** "Sonora Quest Laboratories (SQL) is pleased to participate in the Arizona State Quality Awards Program... The Quality Awards application process enabled SQL to obtain a unique perspective on our company's overall performance by specifically focusing on organizational strengths and opportunities for improvement through the internal and external assessment process... We intend to systematically address the gaps and go for the Governor's Award in 2005.

Based on our experience, I would highly encourage other organizations to participate in the awards program and take advantage of the program's processes to improve quality and recognize Arizona companies for performance excellence."

-David A. Dexter, CEO, *Sonora Quest Laboratories*, 2003 Pioneer Award for Quality Recipient



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## Process Overview:

Applications are reviewed and evaluated by trained members of the Board of Examiners, in accordance with strict rules regarding conflict of interest, in a five-stage process:

Stage 1 – Independent review and evaluation by the individual members of the examiner team

Stage 2 – Consensus review and evaluation by the examiner team

Stage 3 – Site visits for the applicant by the examiner team

Stage 4 – Judges' review of applications and examiner findings and recommendations for awards

Stage 5 – Final due diligence conducted for recommended recipient organizations

Award applicants are evaluated on their performance to the Criteria. There is not competition amongst the field of applicants; there is no min/max number of awards given in each category each year.

## Benefits:

Organizations that have received the Award have realized many of the following benefits; however, an organization does not have to receive the Award to see these benefits. All applicants are rewarded through the internal and external assessments that identify key areas for an organization to improve its processes and results.

- Decreased time to market
- An increase in new product sales as a percentage of total annual sales
- Increased employee involvement, empowerment, and productivity
- Greater customer satisfaction
- Increased return on assets and return on equity
- Increased market share
- Greater opportunities for research and development
- Increased revenue
- Decreased cycle time
- Cost reductions
- Improved product reliability
- Moves toward globalization

## Other Testimonials:

“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.”

-Ed Eisele, President, *Holsum Bakery Inc.*, 2003 Showcase in Excellence Award Recipient

“The Arizona Department of Transportation (ADOT) has always been committed to the highest possible quality programs within our organization. The Arizona State Quality Awards Program enhances our quality efforts through encouragement, information sharing, and recognition opportunities.”

-Victor Mendez, Director, *Arizona Department of Transportation*, 2003 Showcase in Excellence Award Recipient



## Get Involved...

Previous recipients and additional information can be obtained by visiting the AQA website:

[www.arizona-excellence.com](http://www.arizona-excellence.com), or by phone at (602) 364-7082.

***We look forward to working with you to enhance your performance excellence pursuits!***