



PROMOTING EXCELLENCE IN ARKANSAS THROUGH
TRAINING, ASSESSMENT AND RECOGNITION

ARKANSAS INSTITUTE FOR PERFORMANCE EXCELLENCE

October, November, December 2018

Twenty-five Organizations Receive 2018 Governor's Quality Awards

Twenty-five organizations from throughout the state were presented Arkansas Governor's Quality Awards by Governor Asa Hutchinson during the 24th Annual Awards Celebration for the Governor's Quality Award Program on Thursday evening, September 13th at the Marriott Hotel in downtown Little Rock.

More than 350 business and civic leaders from throughout Arkansas attended the celebration.

J.V. Manufacturing, Inc. of Springdale, **Springdale Water Utilities**, **Unity Health – White County Medical Center** of Searcy, and **Washington Regional Medical Center** of Fayetteville took top honors in receiving the Governor's Award for Performance Excellence. Randy Dennis, President, DD&F Consulting of Little Rock, 2016 recipient of the Governor's Award for Performance Excellence, assisted the Governor with the awards.

The Achievement Level Award was presented to **North Arkansas Regional Medical Center** of Harrison and **Unity Health Harris Medical Center** of Newport.

Organizations receiving the Commitment Level Award were: **A & A Fire and Safety Company** of Cabot, **Allen Engineering Corporation** of Paragould, **Arkansas Department of Labor** of Little Rock, **Briarwood Nursing & Rehab** of Little Rock, and **Salem Place Nursing and Rehabilitation** of Conway.

Organizations receiving the Challenge Level Award were: **Arkansas Department of Career Education** of Little Rock, **Ash Flat Healthcare and Rehabilitation**, **Avenir Memory Care at Fayetteville**, **Avenir Memory Care at Little Rock**, **Highland Court, A Rehabilitation & Resident Care Facility** of Marshall, **Mercy Crest Assisted Living** of Barling, **Northwest Health** of Springdale, **Premier Health and Rehabilitation Center** of North Little Rock, **Saline County Emergency Communications** of Benton, **Seven Springs Rehabilitation and Health Center** of Heber Springs, **Southridge Village Nursing and Rehab** of Heber Springs, **Summit Health and Rehabilitation Center** of Taylor, **Valley Springs Rehabilitation and Health Center** of Van Buren, and **Window Mart, Inc.** of Royal.



Chris Weiser, President, JV
Manufacturing, Springdale



Heath Ward, Executive Director and Terry
Phillips, CFO, Springdale Water Utilities



Ray Montgomery and Steven Webb,
President, Unity Health-WCMC, Searcy



Larry Shackelford, CEO, Washington
Regional Medical Center, Fayetteville

2019 Governor's Quality Award Applicant Training

Interested in applying for a Governor's Quality Award in 2019 and beginning a journey towards performance improvement? Using the questions in the *Baldrige Excellence Framework* you prepare an application and submit it to be assessed by a team of trained examiners to determine award level with a feedback report on gaps and strengths. All applicants are recognized at the annual Awards Celebration.

There are four levels of award with the Governor's Quality Award Program:

- Challenge
- Commitment
- Achievement
- Governor's Award for Performance Excellence



The Governor's Quality Award Program provides training on writing an award application at all levels of award. Training for the 2019 award cycle is provided below.

Applicant Training I—The Organizational Profile and Basic Baldrige Concepts

Tuesday, November 6 | 9 a.m.—4 p.m.

Learn how to write your Profile and discover the impact it has on everything your organization does strategically. Applicant Training I includes assessing your organizational maturity for processes and results. **This workshop is available by webinar for those interested in applying for a Challenge Award or knowing more about the program and the Baldrige criteria. To register for this training session, go to www.arkansas-quality.org and click on Upcoming Events.**

Applicant Training II – Achievement/Governor Award

Tuesday, December 11 | 9 a.m. – 4 p.m.

Identify key processes in your key work systems and assess their effectiveness in deployment through evaluation in the six categories of Leadership, Strategy, Customers, Knowledge Management, Workforce and Operations. *This training is for Achievement and Governor's Award applicants.* **To register for this training session, go to www.arkansas-quality.org and click on Upcoming Events.**

Applicant Training II—Commitment Award

Thursday, December 13 | 9 a.m. – 4 p.m.

In this workshop you will learn how to write a Commitment Award level application by assessing overall processes in the seven categories of Leadership, Strategy, Customers, Knowledge Management, Workforce, and Results. *This training is for Commitment Award level applicants.* **To register for this training session, go to www.arkansas-quality.org and click on Upcoming Events.**

Applicant Training III – Results—Focusing on Details

Tuesday, January 8 | 9 a.m. – 12 p.m.

Determining key measures, their metrics and how they are used to improve processes for greater output will be the focus of this workshop. *This training is for Achievement and Governor's Award applicants.* **To register for this training session, go to www.arkansas-quality.org and click on Upcoming Events.**

Make this the year you apply for a Governor's Quality Award!

Contact Sue Weatter at sweatter@arkansasstatechamber.com for more information.



2018 Examiner Appreciation Luncheon

Tuesday, October 16, 12 p.m. | Governor’s Mansion Great Hall

Join us for this opportunity to recognize the 2018 Board of Examiners and the companies who allow them to serve. Cost is free for examiners and one guest. Additional tickets are \$35 each. Contact Carol at carolm@arkansasstatechamber.com for additional information.

Thank you to our 2018 sponsors...



Business matters.





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QUALITY.ORG

The Arkansas Institute for Performance Excellence, a private non-profit 501(c)(3) corporation, was established in 1994 for the purpose of supporting the broad-based use of quality principles throughout Arkansas to drive performance improvement. The organization, governed by a volunteer Board of Directors, is statewide and is incorporated in Arkansas, located in Little Rock. In November of 2008 the Board of Directors voted to enter into a partnership with the Arkansas State Chamber of Commerce, which provides facilities and administrative support and marketing and promotion assistance to the program.

The Arkansas Institute for Performance Excellence was founded by concerned Arkansas business leaders who understood the need to recognize companies reaching for the highest standards in their products, services and processes and who understood the need for organizations to have the tools and training to improve and to strive for performance excellence. The Board of Directors believe that by continuous improvement of our competitiveness in the global marketplace, we can help ensure more jobs, a stronger economy for our state, and a better tomorrow for all Arkansans. The Institute administers the Governor's Quality Award, an award process open to all organizations within the state, both for-profit and not-for-profit.

Watch for Baldrige Cybersecurity Training in 2019!

A Tactical Plan to Assess Your Cybersecurity Risk

This series of three workshops will give you tools to better understand and improve what is critical to your organization's cybersecurity risk management. Using the *National Institute of Standards and Technology Cybersecurity Framework* and the *Baldrige Cybersecurity Excellence Builder*, you will know the questions you should be asking in self-assessing cybersecurity in your entire organization or parts within your organization

2018-19 Program Calendar

2019 Applicant Training I	November 6
2019 Applicant Training II—Achievement/Governor's Awards	December 11
2019 Applicant Training II—Commitment Award	December 13
2019 Applicant Training III—Results	January 8
2019 Board of Examiner Application Deadline	February 28
Examiner Training I	March 12
2019 Applications Due	March 27
Examiner Training II	April 3-4
Healthcare Seminar	June 18
Site Visits Conducted for Achievement and Governor's Levels	May-June
Panel of Judges Convene for Final Award Level Determination	August
2019 Governor's Quality Award Celebration	September 12