



January, February, March 2019

## Free Professional Development Opportunity for Improved Business Practices

*The Governor's Quality Award is accepting prospective members of its 2019 Board of Examiners*

Each year companies Arkansas companies benefit from employees who train and serve as Governor's Quality Award examiners. This training and hands-on assessment opportunity is relevant across all industry sectors. The free three-day training prepares individuals to examine the practices of an existing Arkansas business and apply analytical skills through a thorough organizational assessment.

Working with a team, examiners individually and collaboratively review an organization's application for a Governor's Quality Award. As a team, a feedback report is prepared for the organization to use in planning and leadership strategies. Examiners become skilled in identifying business best practices and opportunities for improvement.

The Examiner Training and Assessment Process provides a rich and beneficial professional development experience that creates a benefit for the professional and the employer. The examiner training and the Governor's Quality Award process aligns with the Malcolm Baldrige National Quality Award Process.

Examiner Training I for new examiners is March 12 at the Arkansas State Chamber of Commerce. Examiner Training II for all examiners is April 3-4 at the Mosaic Templar in Little Rock. Training is free contingent on individuals serving on a team of examiners. Deadline to apply to serve as an examiner is February 28.

For additional information about serving as an examiner for 2019 contact Trish at 501-372-2222 or [tvillines@arkansasstatechamber.com](mailto:tvillines@arkansasstatechamber.com). The Governor's Quality Award Program is administered by the Arkansas Institute for Performance Excellence.

### Deadlines:

GQA Award Application —March 27—Governor's/Achievement/Commitment

GQA Award Application—July 1—Challenge Level

For assistance preparing an Application contact Trish Villines, 501-372-2222 or [tvillines@arkansasstatechamber.com](mailto:tvillines@arkansasstatechamber.com)



# SAVE THE DATE!



## 2019 Governor's Quality Award Healthcare Seminar

### *"The Unconscious Barriers to Workforce Quality"*

Tuesday, June 18  
Embassy Suites Hotel, Little Rock

Overall Sponsor



Presenting Sponsors



### Featured Speaker



#### Hugh Brown

Chief Executive Officer  
St. David's Georgetown  
Hospital

Hugh Brown has served as Chief Executive Officer of St. David's Georgetown Hospital near Austin, Texas since 2007. He assumed his role shortly after the hospital was acquired by St. David's HealthCare, a partnership between HCA and the Austin-based St. David's Foundation. In 2014, St. David's HealthCare received the Malcolm Baldrige National Quality Award, the highest quality award given to any business by the federal government. In addition, for the past six years St. David's Georgetown Hospital has specifically been recognized as a "100 Top Hospital", and as a "Top 5% Hospital in the U.S." for clinical quality.

### *"The Most Essential Component of a High Performing Workforce"*

People instinctively want to be part of something great, and high performing organizations intentionally attract those who share common values and a passion for their mission. Creating a workplace culture where like-minded, high performing individuals can serve and achieve their very best starts with establishing a "common why" and is secured by empowering every person to be a "guardian" of that culture. This session will provide specific tactics that have been proven to drive teamwork and improve employee engagement in any type of organization.

Watch for information on additional sessions  
and registration!



## 2018 Governor's Award for Performance Excellence Spotlight

Springdale Water Utilities (SWU) was started as the Springdale Water Improvement District in 1922 and serves over 105,000 persons in five municipalities in Washington and Benton Counties. In 2018, SWU became the first utility in Arkansas and the second government related entity in the 24 year history of the GQA program to receive the highest recognition, the Governor's Award for Performance Excellence.

Executive Director Heath Ward commented, "We are very pleased to be the very first in our business sector to achieve the highest level of recognition in our state. Our team did a fantastic job. We believe we provide the best service at the best value and this affirms that we are attaining those goals by independent examiners and judges from across the state. Public services can achieve excellence and can be held accountable. We are proud to be an asset to this community and be a positive part of its growth. The GQA program should be a part of every business that wants to improve their processes, public or private."

In addition to Springdale and portions of Lowell and Johnson, SWU also provides service to Elm Springs and Bethel Heights. The utility is a municipally owned, non-profit organization and works closely with the City of Springdale and the Mayor. However, SWU is completely rate supported and receives no tax revenue to operate. Water sales revenues are used to operate and maintain water distribution and sewer collection systems. SWU employs 110 and prides itself in running the utility as a competitive business.



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

**SWU's Mission** is to provide safe, high-quality drinking water to our patrons and to responsibly treat and dispose of wastewater generated by those patrons and protect the public health.

**SWU's Vision** is to provide our communities value through having the best services at the best cost.

**SWU's Values:** Honesty, integrity, service.

Each 2019 quarterly newsletter will feature a recipient of the **2018 Governor's Award for Performance Excellence**. In addition to Springdale Water Utilities, J.V. Manufacturing, Inc., Unity Health – White County Medical Center, and Washington Regional Medical Center will be featured.





1200 West Capitol  
Little Rock, Arkansas 72201

Phone: 501-372-2222

E-mail:

tvillines@arkansasstatechamber.com

WWW.ARKANSAS-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 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 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.

**Mission:** To advance performance excellence and economic vitality of participating Arkansas organizations through training, assessment and recognition.

**Vision:** To be the preferred resource and catalyst for excellence in organizational performance

**Mark your calendars for the  
2019 Governor's Quality Award Celebration  
Thursday, September 12 ~ Marriott Hotel, Little Rock**

## 2019 Calendar Arkansas Institute for Performance Excellence

Board of Examiner Application Deadline	February 28
Examiner Training I	March 12
2019 Award Application Deadline	March 27
Examiner Training, Little Rock	April 3-4
Healthcare Seminar-Little Rock	June 18
Seminar for All Industries – Little Rock	Summer
Site Visits Conducted for Achievement and Governor's Levels	May—June
Panel of Judges Convene for Final Award Level Determination	August
Governor's Quality Award Celebration Ceremony – All recipients recognized	September 12
Examiner Feedback Meeting (morning session)	September 13