



Gov. Asa Hutchinson recognizes Sue Weather who served for 12 years as Executive Director of AIPE and retired in January 2019.

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FORMER AIPE DIRECTOR, 20 ARKANSAS ORGANIZATIONS HONORED

LITTLE ROCK, Ark. – Twenty organizations from across the state were presented an Arkansas Governor's Quality Award during the 25th Annual Awards Celebration Thursday, Sept. 12 at the Marriott Ballroom in downtown Little Rock.

More than 300 business and civic leaders from throughout Arkansas attended the celebration where Governor Asa Hutchinson presented the awards.

Allen Engineering Corporation of Paragould received the highest-level award presented this year—the Achievement level award.

Organizations receiving the Commitment Level Award were Mercy Crest Assisted Living, Barling; Northwest Health, Springdale; Russellville Nursing and Rehabilitation Center, Russellville; Saint Mary's Regional Medical Center, Russellville; Southridge Village Nursing and Rehab, Heber Springs; Welspun Pipes, Inc., Little Rock; and Window Mart, Inc., Royal

Arkansas Department of Transportation, Little Rock; Arkansas State Veterans Home, North Little Rock; Avenir Memory Care at Fayetteville; Avenir Memory Care at Little Rock; Dierks Health & Rehab, Dierks; Gassville Therapy and Living, Gassville; Home Instead Senior Care of Northwest Arkansas, Rogers; Hope's Creek Assisted Living, Van Buren; Lee County Cooperative Clinic, Marianna; Lennox Commercial Industries, Stuttgart; Team CPR, Inc., Little Rock; and The Greenhouse Cottages of Poplar Grove, Little Rock.

GAIN A COMPETITIVE EDGE USING THE GOVERNOR'S QUALITY AWARD PROCESS

No one ever says excellence is easy. Being the best requires commitment, perseverance, and grit. The companies that choose the Governor's Quality Award process embark on a valuable journey to set themselves above the competition. The Governor's Quality Award aligns four award tiers with the most prestigious and rigorous performance improvement framework in the U.S.--the Baldrige Criteria for Performance Excellence. Organizations that start the [GQA journey](#) reap the benefits of understanding the true position of their organization and actionable steps for gaining a competitive advantage.

*Training is being offered to learn how to write an application. Room is still available for Nov. 12 and Nov. 13 trainings.
[Click here to learn more.](#)*

There's still time to get started for the 2020 Award Cycle. The four levels of Award are:

- **Challenge** -- Take an organizational snapshot and understand gaps in key organizational information. (level 1 - deadline July 2020)
- **Commitment** -- The starting block for assessing the effectiveness of organizational processes and proving your key results. (level 2)
- **Achievement** -- The first deep dive to developing mature processes that create organizational value and align actions with desired performance. (level 3)
- **Governor's Award for Performance Excellence** -- This is the highest state level award recognizing role model organizations with systematic processes and sustained positive results.

Deadline to apply for Commitment - Governor's is March 27.



Allen Engineering takes top award of 2019 at the Achievement Award Level.

(From Left to Right)
Gov. Asa Hutchinson,
VP of Operations at
Allen Engineering Don
Gordon, and Steve
Sparks, Director of
Existing Business
Resources, Arkansas
Economic
Development
Commission.



FREE PROFESSIONAL DEVELOPMENT ADDS PROFESSIONAL AND ORGANIZATIONAL SKILLS,VALUE

The Governor's Quality Award is accepting prospective members of its 2020 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. Through assessing an actual

Working with a team, examiners individually and collaboratively review an organization's application for a Governors 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 techniques learned can be applied to implement quality initiatives in any organizational setting.

New Examiner Training - March 12: 9 a.m. to 3 p.m. - 1200 W. Capitol Ave., Little Rock

All Examiner Training - April 7: 9:30 a.m. to 4:30 p.m.; April 8: 8:30 a.m. to 3 p.m. - Little Rock TBD.

[Click here to apply as a New Examiner.](#)

Learning is an active process. We learn by doing. Only knowledge that is used sticks in your mind.

~ Dale Carnegie

[Returning Examiners may reapply here.](#)



Vision:

To be the preferred resource and catalyst for excellence in organizational performance.



Mission:

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

DATES TO REMEMBER!

- **Applicant Training II** – Identifying Key Processes for Success (Commitment) November 12, 2019
- **Applicant Training II** – Key Processes and for Success (Achievement/Governor's) November 13, 2019
- **Applicant Training III** – Proving Success through Demonstrated Results December 10, 2019
- **Application Writing Webinar** – Technical Writing and Common Mistakes December 12, 2019
- **Board of Examiner Application Deadline** - February 28, 2020
- **New Examiner Training** - March 12, 2020
- **2019 Award Application Deadline** (Commitment – Governor's Level) - March 27
- **All Examiners Training** - April 7 and 8 (all day)
- **Challenge Award Coaching Visits** - Conducted January—July
- **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
- **Feedback Reports Distributed** - September

Arkansas Institute for Performance Excellence is an affiliated program of the Arkansas State Chamber of Commerce.



Business matters.