

2005 State Quality Awards Program

To promote and recognize organizational excellence throughout Arizona



What is the SQA Program...

The Arizona State Quality Award Program annually recognizes Arizona organizations for their performance excellence. The program now offers two types of awards – the State Quality Awards (Governor's and Pioneer) and the Showcase in Excellence Awards.

Pioneer Award for Quality

This award recognizes organizations that demonstrate a commitment to continuous improvement and have established and deployed fundamental quality systems within their operations.

Arizona Game and Fish Department

"The Arizona Game and Fish Department began its quality journey more than ten years ago. Receiving the Pioneer Award validates that we are on the right path. This award is a testament to our employees' unceasing dedication to the principles of quality. The feedback report we received will be an invaluable tool in our continuing journey."

– Duane L. Shroufe, Director



Parks & Recreation – Maricopa County



county with only the highest quality recreational opportunities."

– Max Wilson, Chair,
Maricopa County Board of Supervisors

"Maricopa County is honored to accept such a prestigious award. This recognition only underscores the dedication by the Parks' staff to provide residents of the

Showcase in Excellence Awards

These Awards recognize specific processes within an organization that demonstrate exceptional performance, innovation, excellence in comparison to competitors or similar organizations, and/or cutting-edge approaches that can be used as a role model.

Arizona Correctional Industries

- "ACI Customer Satisfaction System"
- Bill Branson, General Manager
- Judith Longmeyer, Training Officer

Program & Project Mngt. - ADOT

- "Active Project Status Update (APSU) Process"
- Victor M. Mendez, Director
- Robert Miller, Assistant State Engineer, Statewide Project Management Group

Holsum Bakery, Inc.

- "Taste Test Process"
- Ed Eisele, President
- Mary Erickson, Customer Service Manager

Safety & Health - ADOT

- "Safety Clothing & Equipment On-Line Catalog"
- Victor M. Mendez, Director
- Sonya Herrera, Safety & Health Manager

Adult Probation – Maricopa County

- "Managing Adult Sex Offenders in the Community"
- Barbara Broderick, Chief Probation Officer

AZ Department of Revenue

- "E-File Program"
- Gale Garriott, Director
- Marquette White, Assistant Director Taxpayer Services

Holsum Bakery, Inc.

- "Opportunity for Improvement Process (OFI)"
- Ed Eisele, President
- Dennis Shelton, Distribution & Transportation Group Leader

Animal Care & Control – Maricopa County

- "License Renewal Process"
- Rodrigo Silva, Director
- Peter Martin, Administrative Operations Manager

MCDOT – Maricopa County

- "Asphalt Pavement Smoothness"
- Michael S. Ellegood, P.E. – Director of Public Works
- Richard R. Boeger – Road Management Program Supervisor

Banner Thunderbird Medical Center

- "Critical Rescue Team"
- Colleen Hallberg, CEO
- Judy Crook, Clinical Nurse Specialist

Legal Advocates Office – Maricopa County

- "Office of Legal Advocate/Felony"
- Susan Sherwin, Legal Advocate
- Merri Plummer, Executive Assistant

Governor's Award for Quality

This award recognizes organizations that have mature and fully-deployed quality systems within their operations; that demonstrate a commitment to continuous improvement and have achieved a sustained significant record of performance.

Sonora Quest Laboratories

"Sonora Quest Laboratories is pleased to be the recipient of the 2005 Governor's Award from the Arizona Quality Alliance (AQA). This is great recognition for the nearly 2,000 employees across our network of laboratories, throughout Arizona, who are committed to providing error free work, on time, every time."

– David A. Dexter, President & CEO

Thank you to our 2005 Volunteers!

Examiners:

Rory Aikens
Clarissa Allen
Marc Andrews
Judith Barker
Adam Baum
Billie Bell
Cathy Berg
Jeffrey Boles
James Bowman
Joseph Bright
David (Andy) Clark
Renee Cooper
Angela Duncan

Margie Farago
Byron Farwell
Art Froehlich
Oleta Garcia
Camy Goebel-Rush
Carole Haney
Robert Hommel
Michael Hughes
Kimberly Hunsinger
Al Kitlica
Deborah Krueger
James (Jim)
LaBonney
Mary Larsen

Judith Longmeyer
Susan Marks
Nate Martinez
John Mascaro
Elias Monreal
Courtney Ophaug
Allen Posilippo
Jennifer Ruttmann
Aimee Schwartz
Lorri Sexton
Donna Swan
Liberty Van Hine
Anita Wamble
Daniel Ward

Patricia Ware-Double
Shane Wolfersberger
Jonathan Wright
Roger Wyer
Terri Ziehlke

Lead-Assist Examiners:

Greg Crook
Michelle Cubas
Janna Meyer
John Romero

James Sanders
John Trevino

Lead Examiners:

Lori Bryant
Nick Buta
Barbara Chatzkel
Kathleen Clark
Jeff Court
Cindy Gruben
Denny Haywood
Theresa Haywood-McCarley
Mary Hudak

Mel Litzenberger
Joe McBride
Cynthia Sabelhaus
Tory Schlievert
Eileen Simpson

Panel of Judges:

Gloria Diaz
Donald Fisher
Dr. Chris Lockwood
Carol Maywood
Usha Shah
Jim Zurn

Technical Integrity Council:

Sylvia Bushell
Barbara Chatzkel
Keith Dompier
Denny Heywood
Dr. Jane Humble
Ann Hutchinson
Linda Rizer
Cynthia Scribner

What is AQA...

The Arizona Quality Alliance (AQA) provides information and opportunities necessary to help your organization succeed - both financially and operationally.

As a community service, non-profit member supported corporation, AQA provides a cooperative atmosphere for organizations in Arizona to excel in performance excellence and total quality management principles. AQA addresses the very issues of efficiency, productivity, and effectiveness through:

- Information & Knowledge Sharing
- Arizona State Quality Awards Program
- Workshops, Conferences & Seminars
- Networking opportunities
- AQA Website, Resource Library & Newsletter

Save
the Date!

AQA Annual Conference
on Performance Excellence
"MAP Your GrowZone: Manage,
Adapt & Prosper" - March 8, 2006
Chaparral Suites Resort, Scottsdale

Thank you to the 2005 AQA Sponsors!

