



PRESS RELEASE
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Contact: Linda Vincent
Alabama Productivity Center
(205) 348-8994
Linda@proctr.cba.ua.edu

2009 Alabama Quality Award Winners Announced

Tuscaloosa, Ala. – The Alabama Productivity Center and the Alabama Technology Network today announced 9 organizations as recipients of the 2009 Alabama Quality Award (AQA), the state's honor for quality and performance excellence. In addition, 5 organizations are recipients of the Team Showcase, the state's honor for teams that demonstrate quality, performance excellence and efforts to educate other organizations throughout the state on the potential benefits of empowered teams.

2009 Alabama Quality Award

The highest level of recognition, **Level 3- Alabama Excellence Award**, was awarded to Mayer Electric Supply Co., Inc., Birmingham for the service sector; Talladega Healthcare Center, Talladega and UAB University Hospital, Birmingham for the healthcare sector.

Recipients of the **Level 2 Award- Progress Toward Excellence** was awarded Brookshire Healthcare, Huntsville, Marshall Medical Center, Guntersville and University of Alabama Student Health Center, Tuscaloosa for the healthcare sector; and Hancock Holding Company, Gulfport, MS for the service sector.

The **Level 1- Commitment to Excellence** was awarded to Lynwood Healthcare and Rehabilitation Center, Mobile and Windsor House Nursing Home, Huntsville for the healthcare sector.

In addition to the three levels of recognition, the Alabama Productivity Center (APC) administers the **Award of Excellence for Continuous Productivity and Quality Improvement** for previous winners of the Alabama Quality Award. This year's recipient is DCH Health System, Tuscaloosa.

2009 Team Showcase

This year Huntsville Hospital's Anticoagulant Safety Team has won a **Gold Level** award for their efforts in the healthcare category. The **Silver Level** award goes to the University of Alabama Student Health Center, Cycle Time Kaizen Team; Huntsville Hospital, Medication Reconciliation Team; Shelton State Community College, Strategic Planning Team; and Huntsville Hospital, Rapid Molecular Techniques Team (RMTT). **Bronze Level** winners are Infirmiry Health System, IHS Hand Hygiene Quality Initiative and Shelton State Community College, System Improvement Team V.

The awards will be presented at the Alabama Quality Award Conference and Ceremony on December 3, 2009, at the Bryant Conference Center in Tuscaloosa. In addition to the presentation of awards, winners of the Alabama Quality Award will share their best practices, and Team Showcase winners will present their innovative and creative approaches to the continuous quality improvement process.

The AQA is modeled after the Malcolm Baldrige National Quality Award. The AQA recognizes and honors organizations that use effective productivity and quality improvement strategies, techniques or practices which can be shared with other organizations to help contribute to the overall economic well-being in the state of Alabama.

The award is based upon performance criteria that include the following: excellence in leadership; strategic planning; attention to customers and other stakeholders; market focus; process management; and analysis of organizational performance. Companies use the criteria as a self assessment tool to determine at which level of the AQA they should apply.

"For most organizations, the most valuable aspect of going through the award process is the feedback that an organization receives, both external and internal," said Dr. David Miller, Director of the Alabama Productivity Center. "Externally, the award process provides an audit of whether the organization is doing the right things the right way. Internally, the process forces an organization to do a self assessment by going through the steps of preparing an application."

"The conference itself is an effective benchmarking and learning opportunity," said Miller. "Organizations share their best practices; teams showcase their approaches to problem solving; and national award winners describe their quality-based strategies and tactics."

For additional information contact Linda Vincent at the Alabama Productivity Center, 205-348-8994 or Linda@proctr.cba.ua.edu.

The Alabama Quality Award is administered by the Alabama Productivity Center, an Alabama Technology Network center and a nonprofit organization established in 1986 by The University of Alabama and Alabama Power Company. The Center's purpose is to find ways to use University research and educational resources to stimulate economic development within the state.