



Arizona State Quality Award Program- Applicant Testimonials

“Honeywell Engines, Systems & Services is pleased to be selected to receive the Arizona Governor’s Quality – Showcase in Excellence Award for our Key Characteristics management process used for Variation Control. As a company we have placed a high degree of importance on Six Sigma and on variation control. The Arizona State Quality Awards Program application process helped us to see what we are doing well and re-emphasized the importance of continued focus on our customer needs, visible leadership involvement, and employee training and commitment. Thank you for the opportunity to participate in this great program”.

-Dick Pocock, Vice President, Quality Assurance, Honeywell Engines, Systems & Services

“Our organization has enjoyed many benefits from various aspects of the award process. The application phase gave us a chance to evaluate each element of our training processes and the gap analysis provided us an opportunity to really see our training processes in a holistic fashion for the first time. The external site visit as performed by the examiners helped us highlight strengths and weaknesses in the process and the recognition we received once selected as a recipient has had a positive impact on our employees, client base and management.

We highly recommend the process for any organization that desires to excel in their business practices and become best-in-class.”

-Michael Hall, President & CEO, Take Charge America



“I believe the AQA Awards Program has great value, in the sense that it provides a "roadmap" for any organization to follow, that--when followed--leads to excellence across the entire organization. Participating in the Awards program provides an opportunity for organizational reflection, learning, and growth, coupled with the unique opportunity to see your business processes through the knowledgeable eyes of outside examiners.”

-Ed Eisele President, Holsum Bakery Inc.

“Having an independent review of our processes validates the current strategic direction Boeing-Mesa is pushing business excellence, while the ideas we gathered from the assessors steer us in new directions to investigate additional opportunities”

– Danette Harris, Manager, Business Systems, Processes & Audits, The Boeing Company

“Sonora Quest Laboratories (SQL) is pleased to participate in the Arizona State Quality Awards Program. As a key healthcare provider in Arizona, SQL is committed to the pursuit of accurate testing results, on time, every time. The Quality Awards application process enabled SQL to obtain a unique perspective on our company’s overall performance by specifically focusing on organizational strengths and opportunities for improvement through the internal and external assessment process. The results qualified SQL for recognition as a Pioneer Award recipient, but the process also helped us to identify additional opportunities to improve employee and customer satisfaction, which will help us continue to drive profitable growth. We intend to systematically address the gaps and apply for the Governor’s Award in 2005.

Based on our experience, I would highly encourage other organizations to participate in the awards program and take advantage of the program’s processes to improve quality and recognize Arizona companies for performance excellence.”

-David A. Dexter, CEO, Sonora Quest Laboratories



“The Arizona Department of Transportation (ADOT) has always been committed to the highest possible quality programs within our organization. The Arizona State Quality Awards Program enhances our quality efforts through encouragement, information sharing, and recognition opportunities.”

-Victor Mendez, Director, AZ Department of Transportation

“Banner Thunderbird Medical Center has learned a great deal and received a number of valuable insights from this process. During application, we were able to go back and revisit the goal, benefits, and results of the MISSION C.L.E.A.R. initiative. The internal assessment validated our belief that by working together, we could eliminate our casual labor and do it in just eight months. The external assessment allowed us to position our efforts as a benchmark within the healthcare industry and measure our accomplishment in real terms. Receiving the Showcase of Excellence Award is an honor we value and share with all the staff of Banner Thunderbird Medical Center and our organization.”

-Colleen Hallberg, Chief Executive Officer, Banner Thunderbird Medical Center

“Applying for the AQA’s Showcase in Excellence Award has been a great way to obtain special recognition for the dedication and extraordinary efforts of Department of Revenue staff that worked on the highly successful Arizona Tax Amnesty Program. Outlining the process and creative approaches used by the team for examiners to review, confirmed in the feedback report that not only was the result great, but that the methodology was exceptional as well. This experience has been a superb morale builder and a strong encouragement for others in the Department to strive for outstanding performance and a willingness to seek constructive feedback from knowledgeable outsiders. We appreciate the Showcase in Excellence category established by AQA and strongly urge others to take advantage of it to demonstrate excellence and to obtain valuable feedback for future project development, execution and performance evaluation.”

- J. Elliott Hibbs, Director, Arizona Department of Revenue

“We knew we had an excellent program. Yet, we were surprised at the additional value we found by going through the AQA process. As we examined the program in preparation for completing the AQA application, the team identified additional ways to enhance the program, and bring additional services to our customers. We found ourselves applying other products and services to this model.”

As word of the award continues to circulate amongst the industry, the Aeronautics Division is responding to inquiries from other states and organizations about the Arizona Pavement Management Program.

“We credit the AQA and it’s process for not only helping us build on a good program but for having a greater appreciation for the overall value this program and others like it, bring to the State of Arizona and potentially others within our industry.”

- Kim Stevens, Program Administrator, Aeronautics Division, AZ Department of Transportation

“The application process allowed us to take a fresh look at the way we develop our E-Government services at the Motor Vehicle Division, and to validate the standards we use ensure the services best meet the expectations of our customers and the needs of our agency.

By aligning our development process with recognized quality benchmarks, we’ve been able to delivery an electronic service delivery channel that we believe is the best in our industry. The positive feedback we receive from Arizonans who have used our E-Government services tells us we did it right. Our experience with the quality award application process is even further proof.”

-Penny Martucci, Assistant Director-Motor Vehicle Division and E-Government Project Sponsor

“Our Quality team plays a critical role in every facet of our company’s operations, from technology development to after-sales support. In particular, over the last few years the team has developed change management methods that have enabled the company to complete consecutive transfer programs with no adverse customer impact in product quality and numerous consecutive months with zero transfer related delinquencies. The team will extend these process methods to new areas, so we can enjoy similar successes.”

-Bill George, Senior Vice-President, Operations & Technology, ON Semiconductor



“Receiving the Pioneer Award for Quality is a tremendous accomplishment for Honeywell Commercial Electronic Systems - Glendale. Our employees have relentlessly pursued continuous improvement in the area of Quality, and this award confirms that our efforts have resulted in process excellence.”

- Robert Stites, CES-Glendale Site Leader, Honeywell

“This forum gives us an opportunity to share with businesses within the State of Arizona the methods we’ve been developing and sharing within Boeing for the past six years. The added bonus is getting feedback from a fresh set of eyes with varied professional qualifications”

– Wayne Vanlandingham, The Boeing Company

“Ditron has seen significant benefits from the implementation of our new “quote engine’ through improved productivity, quality of information, increased sales and customer loyalty. The external assessment performed by Examiners gave us helpful feedback on process strengths and opportunities for improvement.”

-John Dinovo, President/CEO, Ditron Manufacturing, Inc.

“The implementation of Bay State’s Integrated Quality System has been the key component in synthesizing the entire production process and instrumental in the improvement of product quality and customer satisfaction. Bay State Milling’s participation in this Showcase Process has provided plant management with valuable feedback with regard to improved focus and continuous training relative to all plant related processes and personnel.”

-Terry Davis, Plant Manager- Tolleson, Bay State Milling Company



“APS is inextricably tied to the communities we serve and to the environment in which we live and work. We have a commitment to protecting and enhancing the environment while providing our customers with quality service. This Showcase in Excellence Award is a testament to that commitment and we are extremely honored to accept it.”

-Edward Z. Fox, Vice President, Environmental, Health, Safety and Communications, APS

“Laboratory Sciences of Arizona (LSA) recognizes that our employees are our most valuable asset. The training and retention of quality employees is critical to the success of our organization. LSA has maintained World Class Employee Satisfaction for the past three years, and recently was recognized as one of the ‘Top 25 Best Places to Work in the Valley’. The Arizona State Quality Awards Program validated that LSA deployed a systematic Employee Survey and Action Planning Process and has achieved excellent results.”

-David A. Dexter, President & Chief Executive Officer, Laboratory Sciences of Arizona



“We’re very proud to win this award and we accept it on behalf of those we serve, the men and women who wear our nation’s uniform. They’re the reason we strive for excellence in everything we do. This award is confirmation of the exceptional quality of work that everyone in our organization does every day. I’m extremely proud of the entire TriWest team.”

-David J. McIntyre, Jr., President & CEO, TriWest Healthcare Alliance