



## Learn from the Best, WSQA brings the Nation's Best Organizations to Tacoma

“The road to greatness in America has been, and always will be, traveled by those who embrace change and work hard every day to be the best; the organizations we honor today with the Baldrige National Quality Award exemplify that spirit,” President Obama said. “This year's recipients have shown how quality, innovation, and an unending quest for excellence help strengthen our nation and brighten the future of all Americans.” “We are thrilled to congratulate the five outstanding organizations that have been named to receive this year's Baldrige Award,” added Secretary Locke. “They inspire other organizations to be more accessible, more efficient, more customer-focused and more financially sound. They have raised the bar for innovation and organizational excellence and, in the process, help to improve our economy and quality of life.” The Washington State Quality Award is bringing three of these National Baldrige Quality Award Recipients to Tacoma on September 22nd for a 1 day opportunity to learn from the best in small business, education and healthcare.

In addition to these three key note speakers, there will be an opportunity to attend breakout sessions on the Voice of the Customer, A Path through the new Healthcare Maze and Improving your Processes in a Day. Keynotes include Iredell-Statesville Schools, MidwayUSA and AtlantiCare Health System. Iredell-Statesville Schools—Our job as educators and employers is to ensure that we increase the successes and decrease the failures so that all children and adults never lose their passion for learning. In this keynote, Mr. Fail will present a mix of humor and research from what does and does not work in igniting a passion for learning that enables organizational change and continuous improvement toward performance excellence. MidwayUSA-Our vision is “To be the best-run business in America.” Our main product offering is the distribution of shooting, reloading, gunsmithing and hunting products, primarily to retail Customers. We are a catalog/internet-based retail merchant, with no retail stores. Financial performance results for gross sales, net income as a percentage of net sales, earnings distribution, and inventory turns exceed MidwayUSA's number one competitor, with MidwayUSA's sales growth rate near 30 percent for 2008 compared to 10 percent for the competitor. Net income as a percentage of sales grew from 2.5 percent in 2003 to nearly 10 percent in 2008. AtlantiCare, a nonprofit health system, delivers acute and chronic care, preventive and at-risk services, and health information services. The system employs about 5,100 people, making AtlantiCare the largest health care provider in the region. AtlantiCare has achieved market advantage with services delivered through a comprehensive distribution network and continues to grow in both system revenues and patient volume.

The Washington State Quality Award will be delivering five awards to Washington organizations during this conference. Four of these five organizations are in the Healthcare Sector.

To register for this event online and use the BRG100 code by visiting [www.wsqa.net](http://www.wsqa.net) or Contact WSQA at 360-697-2444.