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## American Society for Quality Grand Rapids, Michigan Section Earns Top Honors

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The Grand Rapids Section 1001 of the American Society for Quality (ASQ) has earned the 2007-08 Quality Management Process Total Quality Award, one of the highest honors a section can earn in the Society. Only 94 of 255 ASQ sections earned this award for the 2007-08 year!

The Grand Rapids Section 1001 will be honored at ASQ's 62<sup>nd</sup> annual conference; the World Conference on Quality and Improvement, on May 16, 2008 in Minneapolis, MN. Members of the ASQ Board of Directors will present the award to the section.

The Quality Management Process (QMP) Total Quality Award is awarded to sections that have proven their commitment and ability to serving local ASQ members and the community. QMP is a management model and planning tool that assists sections in their planning and implementation of programs and services that will meet the needs of current and future ASQ members. The model is based on the plan-do-check-act cycle of continuous improvement and is proven to aid the sections in delivering superior value to their members.

In order to earn the Total Quality Award, sections must meet certain criteria. First, they must determine a section volunteer roster and set long-term targets. Second, the section must develop an annual business plan with objectives and goals. Finally, a section must meet 75% of the goals set forth in their business plan.

*The American Society for Quality ([www.asq.org](http://www.asq.org)) is the world's leading authority on quality. With more than 100,000 individual and organizational members, the professional association advances learning, quality improvement, and knowledge exchange to improve business results, and to create better workplaces and communities worldwide. As champion of the quality movement, ASQ offers technologies, concepts, tools, and training to quality professionals, quality practitioners, and everyday consumers, encouraging all to Make Good Great™. Globally, ASQ has formed relationships with other nonprofit organizations that have comparable missions and principles. Our international strategic alliances are helping to meet the quality needs of companies, individuals, and organizations worldwide. ASQ members have informed and advised the U.S. Congress, government agencies, state legislatures and other groups and individuals on quality-related topics. ASQ has been the sole administrator of the prestigious Malcolm Baldrige National Quality Award since 1991. Headquartered in Milwaukee, WI., the 62-year-old organization is a founding partner of the American Customer Satisfaction Index (ACSI), a prominent quarterly economic indicator.*

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