

**News From  
Tennessee Center for Performance Excellence**  
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**TNCPE Announces 2008 Award Winners  
Caris Healthcare LLP wins prestigious Excellence Award**

December 12, 2008, NASHVILLE, Tenn. -- The nonprofit Tennessee Center for Performance Excellence (TNCPE) named 15 organizations as 2008 Award winners.

Caris Healthcare LLP, a leading provider of hospice and palliative care services, won the prestigious Tennessee Excellence Award. Based in Knoxville, Caris offers compassionate and competent medical, emotional, social and spiritual support to patients and families coping with life-limiting illnesses throughout Tennessee and part of South Carolina.

All awards will be presented at the 16th annual Excellence in Tennessee Awards Banquet on February 18, 2009, at the Franklin Marriott Cool Springs in Franklin, Tenn.

In addition to the Excellence Award, four organizations have been named Achievement Award winners, four will be honored with the Commitment Award and seven have earned Interest Recognition. A full list of winners is attached.

“Winners of this award have demonstrated a level of organizational sophistication typically found in the most forward-thinking, competitive organizations,” said Tennessee Governor Phil Bredesen. “It is gratifying that Tennessee is home to several of these organizations, and I applaud Caris HealthCare for its achievement and for receiving this honor.”

There is no limit to the number of awards presented annually. Recipients of TNCPE's Excellence Award are outstanding examples of high performance organizations, exhibiting processes that serve as role models for others. These organizations must demonstrate management excellence with superior results over time, which are directly attributable to a systematic, well-deployed improvement approach and a robust management system.

To date, 19 regional organizations have attained this "world class" designation, of which four – Eastman Chemical Company, Federal Express, Pal's Sudden Service and Caterpillar Financial Services Inc. – have also achieved the Baldrige National Quality Award.

"The businesses, schools, hospitals and nonprofits that use the *Criteria for Performance Excellence* are setting themselves up for success, period," said TNCPE President Katie Rawls. "With the TNCPE program as their guide, these winners are developing the infrastructure they need to weather any storm. I am delighted with what they've accomplished, and I encourage them to keep going."

Since TNCPE's creation in 1993, more than 1,080 organizations have progressed through one or more levels of achievement. A Board of Examiners made up of approximately 200 experts in business, education, health care and government assessed this year's applicants in seven categories: leadership; strategic planning; customer and market focus; measurement, analysis and knowledge management; workforce focus; process management; and results.

The Tennessee program, which is itself a national and international role model, is available to all businesses, educational institutions, health care organizations, government agencies and other nonprofit entities. Melanie Hendricks, vice president of global quality at Cummins Filtration serves as chair of the 2008 Board of Directors.

For more information on the Tennessee Center for Performance Excellence, contact Katie Rawls, president, at the organization's Nashville office: (800) 453-6474 or [katie.rawls@tncpe.org](mailto:katie.rawls@tncpe.org).

For more information about Caris Healthcare, please contact Richard B. Posey, Vice President of Human Resources: 865-694-4848 or [rposey@carishealthcare.com](mailto:rposey@carishealthcare.com)

**2008 Tennessee Center for Performance Excellence  
Award Winners**

**2008 Excellence Award Winner**

Caris HealthCare, L.P.  
Knoxville

**2008 Achievement Award Winners**

CIGNA Government Services  
Nashville

Maury Regional Medical Center  
Columbia

Methodist Le Bonheur Healthcare  
Memphis

**2008 Commitment Award Winners**

Integra-Seal Industries  
Kingsport

Metropolitan Nashville Airport Authority  
Nashville

Richland, LLC  
Pulaski

State Volunteer Mutual Insurance Company  
Brentwood

**2008 Interest Award Winners**

EPB  
Chattanooga

Lyall & Associates  
Piney Flats

Rutherford County Adult Education  
Murfreesboro

State Volunteer Mutual Insurance Company  
Brentwood

Sullivan County

Washington County

Workforce Investment Network LWIA – 13  
Memphis