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**CONTACT:**

Michelle Mowery Johnson  
[michelle.moweryjohnson@tncpe.org](mailto:michelle.moweryjohnson@tncpe.org)  
(800) 453-6474

**TNCPE ANNOUNCES 2011 AWARD WINNERS**  
*More than Two Dozen Organizations from Across the State to be Honored*

NASHVILLE, Tenn. – The Tennessee Center for Performance Excellence (TNCPE) has named 28 organizations as 2011 Award winners. These organizations represent outstanding achievement in the following industry sectors: health care, manufacturing, service, education, government and nonprofit. TNCPE is the only state-wide quality program patterned on the Baldrige Performance Excellence Program, the national standard for recognizing organizational excellence. The Baldrige Program was created by President Ronald Reagan in 1987.

TNCPE Award recipients are examples of high-performance organizations, exhibiting continuous improvement and best practice processes that serve as role models for other organizations. Six organizations will be honored with the Achievement Award; seventeen will be awarded a Commitment Award and five will receive Interest Recognition. A full list of winners is attached.

“Tennessee is competing not just nationally but internationally for new jobs, and each award recipient contributes to the state’s success at the regional, national and international levels,” Tennessee Gov. Bill Haslam said. “Tennessee is a better place to live and work because of the commitment to excellence and continuous improvement embraced by these organizations. Strong organizations such as these bring in investment and resources, playing a critical role in making Tennessee the No. 1 location in the Southeast for high quality jobs.”

There is no limit to the number of awards presented annually. Organizations apply to the TNCPE program at one of four levels. As the levels increase, so does the depth and complexity of the application. Since the program was founded in 1993, only 21 organizations have attained the excellence designation. There will not be an Excellence Award presented this year.

“This program is not easy,” said TNCPE President and CEO Katie Rawls. “If it were easy, every organization in the state would do it. The program takes a true commitment from leadership and dedication by the entire organization to refine their processes, delight the customers, engage their workforce and get real results. Even though we will not have an Excellence Winner this year, each of our award recipients displays that commitment to excellence and continuous improvement.”

Nearly 1,200 organizations have progressed through one or more levels of achievement in TNCPE’s 19 year history. The program was created by Governor Ned McWherter and is a nonprofit, public-private partnership. TNCPE is available to all businesses, educational institutions, health care organizations, government agencies and nonprofit entities. Half of the organizations recognized by TNCPE this year represent the health care sector, a trend that mirrors the federal Baldrige program.

The awards will be presented at the 19th annual Excellence in Tennessee Awards Banquet on February 22, 2012 in Franklin. For more information on TNCPE, visit [www.tncpe.org](http://www.tncpe.org).

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**2011 Tennessee Center for Performance Excellence  
Award Winners**

**2011 Excellence Award Winner**

None selected

**2011 Achievement Award Winners**

Metropolitan Nashville Airport Authority  
Nashville

Mountain Home Health Care System  
Mountain Home

NHC HealthCare, Columbia

NHC HealthCare, Pulaski, LLC

NHC Place at Cool Springs  
Franklin

Sullivan County Regional Health Department  
Blountville

**2011 Commitment Award Winners**

Alternative Service Concepts, LLC  
Nashville

Seton Corporation DBA Baptist Hospital  
Nashville

Bath Fitter Tennessee, Inc.  
Springfield

Business Engineering Group  
Chattanooga

Lake Pointe Advertising and Awards  
Blountville

Middle Tennessee Medical Center  
Murfreesboro

NHC HealthCare, Dickson

NHC HealthCare, Franklin

NHC HealthCare, Milan

NHC HealthCare, Somerville

NHC Oakwood  
Lewisburg

NHC South Central Regional Office  
Pulaski

Roan Scholars Leadership Program  
Johnson City

Summit Medical Group  
Knoxville

Tennessee Technology Center at McMinnville Adult Education  
McMinnville

TRICOR  
Nashville

Video Gaming Technologies, Inc.  
Brentwood

**2011 Interest Award Winners**

Bedford County Joint Economic and Community Development Board  
Shelbyville

Claris Networks, LLC  
Knoxville

University of Tennessee Center for Industrial Services  
Nashville

University of Tennessee Municipal Technological Advisory Service  
Knoxville

University of Tennessee Naifeh Center for Effective Leadership  
Knoxville