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NEWS RELEASE

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## **American Society for Quality Ann Arbor Section Earns Top Honors**

**Ann Arbor, MI, March 19, 2008**

The Ann Arbor Section 1010 of the American Society for Quality (ASQ) has earned the 2006-07 Section Management Process Total Quality Award, one of the highest honors a section can earn in the Society. 90 of 255 ASQ sections earned this award for the 2006-07 year!

The Ann Arbor Section 1010 will be honored at ASQ's 62nd annual conference; the World Conference on Quality and Improvement on May 3, 2008 in Houston, Tx. Members of the ASQ Board of Directors will present the award to the section.

The Section Management Process (SMP) Total Quality Award is awarded to sections that have proven their commitment and ability to serving local ASQ members and the community. SMP 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 member leader 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.

"Total Quality sections are typically the most successful of ASQ sections. They consistently show higher levels of member retention, satisfaction and loyalty, which can be directly attributed to their efforts to assess and meet the needs of members through careful planning.

The American Society for Quality is a knowledge-based global community of quality experts. Its more than 100,000 members are dedicated to the promotion and advancement of quality tools, principles, and practices in their workplaces and in their communities. Established in 1946, ASQ supports its members by providing a wide range of resources, from certification and training to publications and conferences. Globally, ASQ has formed relationships with other nonprofit organizations that have comparable missions and principles. Our collaborative efforts are helping to meet the quality needs of companies, individuals, and organizations worldwide.

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