



February 5, 2011

To Our Customers and Supporters,

As we move into 2011, the Washington State Quality Award Board of Directors has completed its annual election of officers, and we are moving ahead on new plans to provide services without the benefit of a full time Executive Director. WSQA is fortunate to have a deep pool of avid volunteers and partners that are talented and experienced in achieving performance excellence. We have trained examiners, judges, consultants, Board members and award winning Washington organizations with a great deal to offer to many types of organizations seeking assistance and collaboration in their pursuit of excellence.

The WSQA leadership is putting in place plans this month to further focus our services and processes on those areas that create the greatest value to Washington State organizations in achieving world class results. Expect to hear from us as we seek your ideas and input on topics and services that will aid your organizations.

More than ever, WSQA will succeed due to the contributions of its volunteers. We have numerous opportunities for volunteer help, as well as those who can offer in kind business services.

If you have ideas and interests for WSQA services, or feel you can volunteer to help WSQA at this time, please let us know by email at WSQA@WSQA.net, the easiest means of contacting us at this time.

Stay tuned for more updates on WSQA services!

Steve Durbin
President, Board of Directors
WSQA