United States
Office of
Personnel Management
Washington, DC 20415-0001

In Reply Refer To: Your Reference:

MAY 18 2001

Captain John E. Surash
Commanding Officer
2730 McKean Street, Suite 1
San Diego, CA 92136-5294

Dear Captain Surash:

Congratulations. The Navy Public Works Center has been selected for a 2001 President's Quality Award Program - Award for Quality Improvement. We recognize your organization's accomplishments in quality and continuous improvement, and applaud the fine results achieved by you and your staff.

Individuals from both the public and private sector, who are leaders in the quality management implementation and continuous improvement field, met last October to review Award Program applications. These individuals were formed into teams and each assigned one application to review. They read each application, discussed its merits in relation to the PQA Performance Excellence Criteria, and reached consensus on a final rating. Nine of the twenty original applicants were selected for site visits based on the examiner team's evaluation. As you know, site visits were performed in January 2001 which allowed the team members to further verify and clarify information in your application.

Our Award Program Panel of Judges then met on March 19 and 20, 2001 to determine the level of award appropriate for each applicant. This seven-person panel, comprised of persons representing all sectors of business, are all experts in continuous improvement, performance-based organizations and quality management implementation. After reviewing each organization's application, the examiner team's final consensus evaluation, and site visit reports, the judges came to consensus on the award levels they felt were appropriate for each organization.

Your organization's final score was in the 451-550 range after the site visit. A summary of band descriptors is enclosed which provides a general overall description of your organization's performance improvement system.

We have finalized the attached feedback report for your organization, which is based on the examiner team's consensus evaluations, on-site observations, and recommendations from the Panel of Judges. The report includes an overall narrative summary of the application, seven category summaries, and feedback comments for each of the 19 category items. We encourage your organization to review the report's summary of strengths and improvement areas, and focus on the areas most important to your organization's continuous improvement efforts.

We are pleased your organization will be recognized by the President's Quality Award Program at an awards ceremony scheduled for August 3, 2001. This ceremony is the capstone of the "Excellence in Government: New Leaders, New Opportunities" Conference held in Washington, DC August 1-3. We will continue to work closely with your organization's point of contact to coordinate ceremony and conference details.

If you have questions or comments about your application, or would like additional information or clarification about your feedback report and the Examiner team's findings, please contact Clint Sidwell on 202-606-5053 or me on 202-606-2034.

Sincerely,

Glenda S. Haendschke

Glenda S. Haendschke
Program Manager,
President's Quality Award Program

Enclosures