



## **KAPE Honors High-Performing Pennsylvania Organizations**

### **Keystone Alliance for Performance Excellence Promotes Competitiveness with 3rd Annual Award Program**

Seven Pennsylvania organizations were honored for high performance, quality, and results by the Keystone Alliance for Performance Excellence (KAPE) at its 3<sup>rd</sup> Annual Performance Excellence Conference and Awards Banquet held September 22 - 23, 2008 in Harrisburg, PA.

The high-performing Pennsylvania organizations to receive KAPE awards are:

- **Advent Design Corporation, Bristol, PA**
- Bethany Village – Mechanicsburg
- Epworth Manor - Tyrone
- Good Samaritan Nursing Care Center – Johnstown
- Indiana Regional Medical Center – Indiana
- Pinnacle Health System - Harrisburg
- The Synergy Organization - Bensalem

These organizations were selected after an extensive assessment process that includes an application and/or a site visit, in which examiners judge how well they perform in areas such as Visionary Leadership, Management by Fact, Focus on Results, Agility, Systems Perspective, and Focus on the Future.

KAPE, a non-profit corporation, promotes Pennsylvania competitiveness through a progressive, three-tiered assessment and awards process that encourages and recognizes performance improvements by the state's public and private organizations. The KAPE process provides assessment of organizational performance based on the U.S. Department of Commerce's proven Malcolm Baldrige National Quality Award criteria. Applicants begin by submitting a written description of how their companies address 11 core concepts that yield results. Organizations receive recognition at every step of their journey, and the exceptional organizations are granted the Keystone award. Applicants also receive a written feedback report on strengths and opportunities for improving performance.

The KAPE site visit consists of 5 to 7 trained examiners gaining an intimate knowledge of an organization's programs and processes by observing and questioning employee's onsite. Examiners then compile an extensive feedback report with detailed suggestions for improved business practices. Ideally, an applicant organization will achieve the highest level of award, the "Keystone Award for Performance Excellence," based on incremental improvements. Initially funded by 2003 Malcolm Baldrige National Quality Award recipients MEDRAD, INC. of Pittsburgh and The Boeing Company, KAPE provides several levels of Keystone Award recognition for organizations in Pennsylvania. Other organizations sponsoring the KAPE Conference and its mission are Maryland-based Asbury Communities and the Hershey Company. KAPE encourages all public or private organizations located in Pennsylvania to begin a journey of quality improvement, regardless of their status or size.

For more information on the KAPE conference or to make a reservation to attend, visit <http://keystonealliance.com>.