



Baldrige National Quality Program
National Institute of Standards and Technology • Department of Commerce

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Tami Miller Appointed Examiner for 2011 Malcolm Baldrige National Quality Award

Tami Miller of the Greenville Chamber's Carolina First Center for Excellence located in Greenville, SC, has been appointed by Dr. Patrick Gallagher, Director of the Commerce Department's National Institute of Standards and Technology (NIST), to the 2011 Board of Examiners for the Malcolm Baldrige National Quality Award. The Award, created by public law in 1987, is the highest level of national recognition for performance excellence that a U.S. organization can receive.

As an Examiner, Miller is responsible for reviewing and evaluating applications submitted for the Award. The board is composed of approximately 500 leading experts selected from industry, professional and trade organizations, education and health care organizations, and nonprofits (including government).

Those selected meet the highest standards of qualification and peer recognition. All members of the board must take part in a preparation course based on the Baldrige Criteria for Performance Excellence and the scoring and evaluation processes for the Baldrige Award.

The Baldrige Award may be given annually in each of six categories: Manufacturing, Service, Small Business, Education, Health Care, and Nonprofit. Awards have been presented to 80 organizations, including the 2010 recipients: MEDRAD, Warrendale, Pa. (manufacturing); Nestlé Purina PetCare Co., St. Louis, Mo. (manufacturing); Freese and Nichols Inc., Fort Worth, Texas (small business); K&N Management, Austin, Texas (small business); Studer Group, Gulf Breeze, Fla. (small business); Advocate Good Samaritan Hospital, Downers Grove, Ill. (health care); and Montgomery County Public Schools, Rockville, Md. (education). Information about the Baldrige National Quality Program and the application process is available from the Baldrige National Quality Program, at (301) 975-2036 or nqp@nist.gov, or from the Baldrige Program's website at <http://www.nist.gov/baldrige>.

The Award Program is managed by NIST in close cooperation with the private sector. ASQ in Milwaukee, Wisc., administers the program. For further information about Tami Miller, contact 864.242.1050 or email tmiller@greenvillechamber.org. For media inquiries or interview requests about the Baldrige Program or the Award, reporters may contact Michael E. Newman, NIST Public Affairs Office, at (301) 975-3025 or michael.newman@nist.gov.