



General Media Release – September 13, 2010
National Quality Institute

***Canada Awards for Excellence* Recipients Announced**

TORONTO – The National Quality Institute is pleased to announce that 15 Canadian organizations will receive a *Canada Award for Excellence* for outstanding achievements in quality, customer service, and a healthy workplace.

Kevin Dougherty, Board Chairman of the National Quality Institute and President of Sun Life Financial Canada and Sun Life Global Investments, stated: “The *Canada Award for Excellence* recipients represent outstanding role models of effectiveness and leadership. The recipients, as well as members of the National Quality Institute, are making a positive impact on the growth of the Canadian economy”.

The *Canada Awards for Excellence* is an annual awards program to recognize business excellence in quality, customer service, and a healthy workplace. “This year marks the 26th anniversary of the *Canada Awards for Excellence*, which has recognized over 370 outstanding organizations in the private, public and not-for-profit sectors over the past 26 years. Award recipients are recognized for the work they have done to improve the quality of life and the standard of living of Canadians, as well as the sustainability of the world”, says Allan Ebedes, President and CEO of the National Quality Institute.

The National Quality Institute is a not-for-profit, independent organization whose goal is to help Canadian private and public sector organizations to implement programs of excellence. The National Quality Institute works with organizations to manage self-assessment activities, review business processes, and develop improvement programs. Today, Canadian organizations and businesses also recognize that a healthy workplace helps to attract and retain staff.

The awards will be presented at the 2010 *Canada Awards for Excellence* Luncheon on Wednesday, October 20th at the Westin Harbour Castle.

Her Excellency, the Right Honourable Michaëlle Jean, C.C., C.M.M., C.O.M., C.D., the Governor General of Canada, is the Vice-Regal Patron of the *Canada Awards for Excellence*.

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EDITOR

A FULL LIST OF THE AWARD RECIPIENTS FOLLOWS

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Recipients of the 26th Canada Awards for Excellence, 2010

ORDER OF EXCELLENCE AWARD

This is the highest level of recognition presented by the National Quality Institute.

The following organizations have successfully maintained a focus on excellence over the long term and have previously received the CAE Gold Trophy. These awards will be presented by NQI's Champions of Excellence: Sun Life Financial, Canada

Order of Excellence, Quality

- **Real Estate Board of Greater Vancouver**, Vancouver, British Columbia
- **Mullen Trucking LP**, Aldersyde, Alberta

Order of Excellence, Quality & *Healthy Workplace*[®]

- **College of Physicians & Surgeons of Nova Scotia**, Halifax, Nova Scotia
- **Homewood Health Centre**, Guelph, Ontario
- **Toronto East General Hospital**, Toronto, Ontario

ORGANIZATIONAL QUALITY AND HEALTHY WORKPLACE AWARD

This award is based on the National Quality Institute's Progressive Excellence Program (NQI PEP[®]) for Organizational Quality and *Healthy Workplace*[®]. Presented by Great-West Life.

To receive the Gold Trophy, organizations must have fully met the National Quality Institute's Organizational Quality and *Healthy Workplace*[®] Criteria, with documented overall achievements and results. To receive Bronze and Silver recognition, organizations must be at the equivalent of Level 3 in the National Quality Institute's Progressive Excellence Program (NQI PEP[®]), which is a target-driven, incremental approach to applying excellence criteria.

Gold Award Recipient

- **Saint Elizabeth Health Care**, Markham, Ontario

Silver Award Recipients

- **Bank of Canada – Currency function**, Ottawa, Ontario
- **The Corporation of the Town of Markham**, Markham, Ontario

QUALITY AWARD

This award is based on the Canadian Framework for Excellence, which is used by numerous organizations as a management model for continuous improvement and the achievement of significant operational results. These awards will be presented by Ricoh Canada Inc.

To receive the Gold Trophy, organizations must have fully met the National Quality Institute's Quality Criteria, with documented overall achievements and results. To receive Bronze and Silver recognition, organizations must be at the equivalent of Level 3 in the National Quality Institute's Progressive Excellence Program (NQI PEP®).

Gold Trophy Award Recipient

- **Office of the Ombudsman at Canada Post, Ottawa, Ontario**

Silver Award Recipient

- **Modernization Division, HROntario – Ministry of Government Services, Government of Ontario, Toronto, Ontario**

Bronze Award Recipient

- **Windsor Regional Hospital, Windsor, Ontario**

Certificate of Merit Recipient – Project Category

- **Government of Alberta (4 projects)**
 - **Carseland-Bow River Main Canal and McGregor Dam Rehabilitation Project, Alberta Transportation**
 - **e -FMT Redesign of Freehold Mineral Tax, Alberta Energy**
 - **Programs and Services Website Redesign Project, Service Alberta**
 - **Rhodiola Rosea Commercialization, Alberta Agriculture and Rural Development**

HEALTHY WORKPLACE AWARD

The *Healthy Workplace*® award, presented by Manulife Financial, is based on the National Quality Institute's Canadian *Healthy Workplace*® Framework developed in partnership with Health Canada and in association with professionals from the health and wellness sectors.

Gold Trophy Recipient

- **Groupe Esprit de Corps Inc., Montreal, Quebec**

Silver Award Recipient

- **Ontario Ministry of Labour, Toronto, Ontario**

CUSTOMER SERVICE AWARD FOR SMALL ORGANIZATIONS

This award recognizes excellence in organizations with less than 50 employees, and is based on the National Quality Institute's *Quality and Customer Service* 10 Point Criteria for Small Organizations. Presented by Purolator Courier Ltd.

Gold Trophy Recipient

- **Histovet Surgical Pathology**, Guelph, Ontario

PROUD SPONSORS OF CANADIAN EXCELLENCE

National Quality Institute (NQI) gratefully acknowledges the support of the following organizations that have helped make this year's events possible.

Champions of Excellence

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