



Colorado
Performance
Excellence



2008

*Stakeholders
Report*

Vision

The CPEX community creates a culture of excellence that is pervasive throughout Colorado.

Mission

We serve the people of Colorado by cultivating performance excellence that generates outstanding results. We fulfill this promise through:

- Training and education
- Assessment and feedback
- Recognition and awards
- Networking
- Sharing of best practices



board of directors

CPEX is grateful for the selfless contribution of time, talent, and energy that the CPEX Board of Directors has made over the years. They are volunteers who keep on giving. We salute them as we enter CPEX's seventh full year of operation.

Directors in 2008-09

Arja P. Adair, Jr.
*Colorado Foundation for
Medical Care*

Brian K. Banks
Wyle Information Systems

Jeanne Brown
Colorado Springs Utilities – retired

Michael Chapman – ex officio
*Emeritus/Founder
The Chapman Group*

Sharon K. Clinebell
*Monfort College of Business,
Univ. of Northern Colorado*

Adam P. Cohen
CH2M HILL

Nancy Page Cooper – ex officio
*Emeritus/Founder
Coldwell Banker*

Barbara H. Davis
*Exempla Good Samaritan
Medical Center*

Dr. Robert L. Finkelmeier
*Western Governors University &
Regis University*

Jo Ann Galvan
*Colorado Association for
Manufacturing & Technology*

Kim Griffiths
Pinnacle Assurance – retired

Teri Hyde
Pulte Mortgage LLC

Norma Krech
Avaya Global Services

Chris Lange
Xcel Energy

Bill Liggett
Leader's Edge Network

Alison Manchester
LexisNexis

Tom Mauro – ex officio
Colorado Performance Excellence

Jan Mazotti
CAP Worldwide

James McCorvey
Mission Support Element, Fort Carson

Priscilla Nuwash
Poudre Valley Health System

Beth Parish
Regis University

Gregory E. L. Sanchez
Independent Consultant

Rich Wagner
Dynamic Achievements Inc.

Dr. Jim Walker – ex officio
Colorado Performance Excellence

Cheryl White
Change Delivery Group

a message to our customers, sponsors, and volunteers

“Excellence is never an accident; it is always the result of high intention, determined effort and skilled execution. The gem cannot be polished without friction, nor man perfected without trials.”

— *Chinese Proverb*

Prosperity and adversity have a common attribute, they are both connected to a powerful law of nature, everything in life is temporary. Time and time again, history demonstrates that victory can lead to complacency while adversity may trigger breakthrough achievements. History also confirms that people who surround themselves with the right mix of attitude, skill and direction have a greater impact over weathering any storm. Since its inception, CPEX continues to serve as a solid framework cultivating a community of excellence throughout Colorado.

In 2008 CPEX continued its quest to recognize and promote performance excellence throughout our Centennial State. Last year, fourteen public and private sector organizations entered into our formal assessment and recognition process bringing our total number of applicants to ninety four. Since 2002, we’ve honored thirty three award recipients (3 Peak, 9 Timberline, and twenty one Foothills) and sixty one additional organizations have formally begun their journey from the High Plains through the Peak levels of the program. We are grateful for the passion and professionalism that our examiners and judges exhibit. Because of their hard work and dedication all our applicants have an optimistic outlook for the future.

To sustain our commitment to Colorado in 2008 we continued to refine and improve several initiatives. To date, our training and assessment processes continue to evolve; and we are seeing positive results from both the examiner and applicant perspective. Additionally, our scorecard process continues to mature, both in quality of measures and method of update and review. Finally, our website has been modified and optimized for ease of use, visibility and navigation. None of this would be possible without the many hours of steadfast support that our



Rich Wagner, President

volunteers and board members selflessly donate every year. As we continue to grow, we remain resolute on hearing the voice of our customers, volunteers and community to help make us stronger.

A validation of our emergence within the Baldrige community occurred during September of 2008 when CPEX hosted the annual Malcolm Baldrige Regional Conference. This selection process was based on a rigorous criterion with many state Baldrige programs competing. Special recognition goes out to our Regional Conference Marketing Committee. Their creativity and enthusiasm generated commitment for over 250 conference attendees. It is equally important to note that the attendance level and conference quality leveraged more notoriety for CPEX at a national level.

While many challenges still face Colorado, it can be reassured that the CPEX community is surrounded by a strong cadre of people with the right mix of attitude, skill and direction. The spirit of our many dedicated volunteers and sponsors is the foundation that will help Colorado weather the storm.

Thanks to our CPEX community of sponsors, volunteers, and partners. Combined we are creating a culture of excellence that is pervasive throughout Colorado!



Colorado's diverse community embraces CPEX

A wide variety of large and small **Colorado businesses**, providing goods and services throughout the state, are actively involved in CPEX.

Reaching Grand Junction, Buena Vista, Durango, Ignacio, Crested Butte, Greeley, Fort Collins, Boulder, Aurora, Fort Morgan, Colorado Springs, Denver metro, Rocky Ford, Trinidad, Cañon City, Frisco, Broomfield, Pueblo, and many other communities, CPEX's community growth and activities span the public and private sectors, including primary/secondary and higher education, healthcare, state and local government, for-profit and non-profit business, and military organizations.

Educational institutions participating in CPEX pursue greater student proficiency, enhanced faculty and staff satisfaction, a higher level of competitiveness, and integrated stakeholder input that combine to improve student achievement results. **Healthcare organizations**, facing system reform and increased competition, engage in CPEX to meet their mandates to increase efficiency and reduce healthcare costs while improving patient care, satisfaction, and safety. **Government** entities of all types, from state and local agencies to the military, employ CPEX to maximize taxpayer return and to deliver public services that best meet the needs of Coloradoans.

A wide variety of large and small **Colorado businesses**, providing goods and services throughout the state, are actively involved in CPEX. Some are just beginning their quest for performance excellence and sustainable financial, market, and human resources results—and others have integrated their in-house improvement efforts with the CPEX process improvement initiatives and awards programs. Small business concerns can initiate their journeys to performance excellence through CPEX involvement or participation through the State of Colorado's Office of Workforce Development and its State Workforce Centers (<http://workforcecenters.state.co.us/>).

These participants in the CPEX community share a dedication to the core values of performance excellence and quality improvement, but they also share a more urgent and compelling commitment—to make Colorado a better place in which to live and work. We thank these organizations for their contributions to CPEX's growth and success.

CPEX Participating Organizations

CPEX Founding/Premier Sponsors (\$25,000 or higher)

CPEX Major Sponsors in 2008-09 (\$3,000 or higher)

BUSINESS/SERVICE/ MANUFACTURING

Avaya

BAE Systems

Bailey Company – The

Carestream Health

Ceragenix Pharmaceuticals

CH2M HILL

CH2M HILL OMI

Coldwell Banker

Convergys Corporation

GCC

Hunter Douglas

IBM Global Services

ITT Technical Services

JDS Uniphase

LexisNexis

ManTech SRS Technologies

Octogon Systems

Pulte Mortgage LLC

Quantum Inc.

RS Information Systems

SM Stoller

Stellar Solutions

TeleTech

Xcel Energy

EDUCATION

American University

Arapahoe Community College

Colorado Technical University

Ethics Game

Leader's Edge Network

Mesa County Valley School
District #51

Metro State College

Monfort College of Business,
University of Northern Colorado

Outcomes, Inc.

Regis University

St. Vrain Valley School District

Thompson School District R2-J

Weld County School District
RE-5J

Western Governor's University

GOVERNMENT

Adams County Workforce Center

Arapahoe County Commissioners

Arapahoe/Douglas Works!

Broomfield Workforce Center

Cañon City Workforce Center

City and County of Broomfield

City and County of Denver
Workforce Center

Colorado Association for
Manufacturing and Technology

Colorado Department of Labor
and Employment

Colorado Department of Labor
and Employment

Unemployment Insurance
Division

Colorado Springs Utilities

Colorado State Workforce
Development Council

Eastern Colorado Workforce
Center

Jefferson County Workforce
Center

Larimer County Workforce Center

Limon Workforce Center

Mission Support Element, Ft.
Carson

National Renewable Energy
Laboratory

Office of Economic Development
and International Trade – Small
Business Development Centers

Pueblo Workforce Center

Pikes Peak Workforce Center

Rocky Mountain Workforce
Development Center

Sterling Workforce Center

United States Department of the
Interior

United States Department of
Veterans Affairs

VA Health Administration Center

Western Workforce Centers

Weld County Employment
Services

Weld County Government
Workforce Boulder County

HEALTHCARE

Active Strategy Inc

Avista Adventist Hospital

Centura Health

Delta Dental Plan of Colorado

Exempla Healthcare

Exempla Lutheran Medical Center

Exempla Saint Joseph Hospital

Exempla Good Samaritan Hospital
– Lafayette

HealthOne

HSS

Kaiser Permanente

Medical Center of the Rockies

Memorial Hospital – Colorado
Springs

Porter Adventist Hospital

Poudre Valley Health System

Rocky Mountain Health Plans

St. Mary's Regional Medical
Center – Grand Junction

St. Vincent's Hospital – Leadville

The Aurora Medical Center –
Centennial Medical Plaza

Veterans Health Administration –
Eastern Colorado
Healthcare System

NON-PROFIT ORGANIZATIONS

Alliance for Performance
Excellence

AlloSource

American Humane Association

American Society for Quality
– Grand Junction, Colorado
Springs, Denver, Boulder,
Northern Colorado

Malcolm Baldrige National Quality
Program

Better Business Bureau of
Southern Colorado

Colorado Association for
Manufacturing and Technology
Colorado Business Roundtable
Colorado Foundation for Medical
Care

Colorado Performance Excellence
Denver Metro Chamber of
Commerce

Pinnacle Assurance

South Metro Denver Chamber of
Commerce

SMALL BUSINESS

Allied Consulting LLC

A+ Services

Arrow Performance Group LLC

CAP Logistics

CAP Worldwide

Change Delivery Group

Chapman Group - The

Chiaroveggente Productions

Corporate Buying Services

Creative Excellence

Dear Ms. Mentor™

DQP Enterprise Inc.

Dynamic Achievements Inc.

Erie County Investments

Genitect

HarvestSciFi.com

Healthcare Outsourcing Network

Leading Excellence

Lucky Star

New Consulting Services

Partners Through Change

PMC Solutions

Quality and Training Solutions

RS Information Systems

Samenmais Corporation/See-
Hear-Speak

Schur Success Auction Services

inspiring innovation for performance excellence *the CPEX Quest VII event*



Norma Krech, CPEX board co-chair, led the seventh CPEX Quest for Excellence event.

CPEX Quest for Excellence VII, held on November 7, 2008, was arguably the culmination of CPEX's most successful year in terms of number of organizations recognized at various levels of performance. Emcee for the event was Norma Krech, CPEX co-chair. Keynoting the event was David Mulvey of the Disney Institute and the theme of the event was Inspiring Innovation for Performance Excellence.



Ken Weil, Director of Policy in Governor Bill Ritter's cabinet, presents the CPEX Peak Award to Rulon Stacey, CEO at Poudre Valley Health System.

The Examiner/Awards celebration featured Ken Weil, Policy Director for Governor Bill Ritter and a member of the governor's cabinet. Mr. Weil presented the awards to all of the CPEX recipients including for the first time ever two CPEX Peak level recipients. Poudre Valley Health System lead by Rulon Stacey received its second Peak award having received its first award in 2004. Poudre Valley put the icing on its CPEX/Baldrige journey by being recognized as a Malcolm Baldrige award recipient in November 2008.



Kim Griffiths, CPEX Board Member and Quest event chair, is pictured with CPEX Examiners Kelly Gallant (center) of The Aurora Medical Center/Centennial Medical Plaza, and Elizabeth Perry, Pulte Mortgage LLC.



David Mulvey presented a keynote and a breakout session for the entire audience on Inspiring Innovation for Performance Excellence.

GCC was the second Peak Award recipient in 2008. GCC was recognized as a recipient and is the first manufacturing recipient to be recognized by CPEX at this level. This organization manufactures cement in Pueblo and is headquartered in Lowry in Denver. They have manufacturing sites in many states in the west as well as a coal mine in Hesperus near Durango in southwestern Colorado.

At the Timberline level Mr. Weil presented this prestigious award to the Colorado Department of Labor and Employment Unemployment Insurance Division in Denver, St. Mary's Hospital and Medical Center in Grand Junction, and The Medical Center of Aurora/Centennial Medical Plaza in Centennial.

Foothills award recipients greeted by Mr. Weil were Adams County Workforce & Business Center in Westminster and other Adams County locations; Colorado Technical University Southern Colorado in Colorado Springs, Pueblo, and other Southern Colorado locations; Eastern Colorado Workforce Center in Fort Morgan and other eastern Colorado cities; and Larimer County

Workforce in Fort Collins and other Larimer County cities.

Finally, Mr. Weil recognized the High Plains organizations that are just beginning their journeys towards performance excellence including Evans School District 6 in Greeley, Mesa County Workforce in Grand Junction, and St. Vrain Valley School District in Longmont.

These recipients and others represented nine of the fourteen total applicants in 2008. This is by far the largest number of recipients in the history of CPEX. We congratulate these organizations and hope others start their journey for continuous improvement by utilizing the CPEX/Baldrige criteria and processes.

These award recipients experienced a rigorous application process, with site visits for the Foothills, Timberline, and Peak Award levels, and have proven their dedication to continuous improvement and excellence

through their use of the CPEX criteria. The other applicants for CPEX awards were encouraged through recognition at the event and gained tremendous knowledge from the feedback reports provided to all applicant organizations.



Ken Weil, Director of Policy for Governor Bill Ritter, presents the CPEX award to Enrique Escalante, President of GCC, 2008 CPEX Peak Award recipient.



Jim Walker, CPEX CEO congratulates CPEX Examiner, James McCorvey, Mission Support Element, Fort Carson, as part of the CPEX Examiner Celebration Luncheon. Mr. McCorvey was a CPEX examiner team lead in 2008.

This year's examiners were recognized at the Awards luncheon for their selfless contributions to CPEX and the State of Colorado. A complete list of the examiners and their organizations are included towards the end of this report. Without these dedicated volunteers, CPEX could not provide its primary product, the feedback report, to the CPEX customers, our applicant organizations.



Leon Spackman from PMS Solutions.

Breakout sessions enabled sharing of front-line experiences and ideas from progressive organizations sharing their best practices.

Mr. Mulvey held an interactive breakout session for all attendees in the main ballroom entitled Organizational Creativity Day to Day.

John Vinyard, Managing Partner, Genitect LLC, Marietta, Georgia, presented “What’s Missing From Your Excellence Journey To Get Results”.

Leon Spackman, PMC Solutions, Inc., PMP, LSS Master Black Belt, Director, Business Process Services, Albuquerque, New Mexico, spoke on “Innovation in Process Management – Lean, Six Sigma, and Baldrige”.

Priscilla Nuwash, Director, Poudre Valley Health System and **Sonja Wulff**, Manager Performance Excellence, presented “Driving Innovation through Performance Excellence Teams”.

Karen Trisko, Leading Excellence, Denver, CO, presented an “Internal Assessor Workshop – Setting the Stage for Innovation”.

Lisa Fenton Free, Rocky Mountain Health Plans, Grand Junction, CO, discussed “Innovations in Worksite Wellness”.



John Vinyard of Genitect

Former Governor Dick Lamm gave the luncheon keynote focusing on the “Brave New World of Public Policy.” The event was held at the Marriott South at Park Meadows, which has been a great partner with CPEX over the past few years for this event.



Former Governor Richard Lamm.



For the first time in its history CPEX had booth sponsors. Included in this year’s sponsors were The Disney Institute, Rocky Mountain Health Plans, and Samenmais Corporation/See-Hear-Speak.

baldrige stars attend regional conference



From left to right, Paul Worstell, President of Pro Tech Coating Company; 2007 Baldrige Recipient In Manufacturing, Jeffrey Lucas, Deputy Director of The Baldrige National Quality Award Program at the National Institute of Standards and Technology; Michael Murphy, President, and CEO, Sharp Healthcare, 2007 Baldrige Recipient in Healthcare; and Thom Schamberger, Executive Director of the Baldrige Foundation.

Baldrige Regional Conference Hosted By CPEX

The 2008 Baldrige Regional Conference was hosted by CPEX at the Marriott South at Park Meadows on September 14-15, 2008. This prestigious event is held twice yearly at various Alliance for Performance Excellence locations in the U.S. CPEX was able to muster over 250 registrations during a very tough economic year. Organizations from throughout the U.S. attended to hear presentations by numerous 2008 Baldrige award recipients including Sharp Healthcare, PRO-TEC Coating Company, Mercy Health System, and the U.S. Army Armament Research, Development, and Engineering Center.

Former Baldrige recipients Richland College, the University of Wisconsin – Stout, Jenks Public Schools, North Mississippi Medical Center, Premier Inc., and Bronson Methodist Hospital were also in attendance. CPEX board member Kim Griffiths was in charge of coordinating this program for CPEX. Many other CPEX board members were instrumental in promoting this event, which was an unqualified success according to the attendees, CPEX looks forward to hosting this event again in the future.

achievements in excellence

Achievements in Excellence Events

In cooperation with the Colorado Association for Manufacturing (CAMT) and CPEX board member, Jo Ann Galvan, CPEX again hosted two Achievements in Excellence events with Masaaki Imai, Kaizen Institute founder and CEO. These sessions were held in May at Quantum Inc. in Colorado Springs and at Avaya in Westminster. CPEX looks forward to more Achievements in Excellence events in 2009.

Icosa Magazine

Board member Jan Mazotti of CAP Worldwide and Gayle Dendinger, owner of CAP Logistics, made a major contribution to CPEX in 2008 through the publication of ICOSA magazine, which is dedicated to collaboration, innovation, and continuous improvement. Tom Mauro, CEO, was featured on the cover of the inaugural edition with Masaaki Imai of the Kaizen Institute.



CEO Tom Mauro from CPEX with Masaaki Imai and Brian Saylor from The Kaizen Institute at Avaya.

“Would everyone not interested in Continuous Improvement, please raise his/her hand. Great, I’m happy to know there are none present,” commented Tom Mauro, CPEX CEO.

financial highlights

The CEO and Board of Directors value fiscal accountability and transparency in our governance. Our commitment to financial viability and sustainability focuses CPEX on responsible utilization of funds from sponsorships, donations, gifts, and revenue activities.

We are pleased to share our financial results, prepared through a partnership with the accountants at the Colorado Foundation for Medical Care (a CPEX Founding Sponsor).

CPEX had a reduction of 40% in its contributions in 2008 due to the worsening economy and that is the primary reason for the loss experienced in 2008.

CPEX will be reducing its budget by a third in 2009 in an effort to get back to a nonprofit budget for the new year.

| Balance Sheet (Statement of Financial Position) | | |
|--|---------------------------------|---------------------------------|
| | Ending December 31, 2008 | Ending December 31, 2007 |
| Assets | | |
| Petty Cash | - | - |
| Operating Account | \$7,905.64 | \$18,637.78 |
| Payroll Account | - | - |
| Savings Account | \$15,310.95 | \$6,359.99 |
| <i>Cash</i> | \$23,216.59 | \$24,997.77 |
| Accounts Receivable | \$1,958.88 | \$6,932.13 |
| Grants Receivable | | 0 |
| Prepaid Expenses | \$1,085.99 | \$961.02 |
| Deposits | \$600.00 | \$600.00 |
| <i>Current Assets</i> | \$26,861.46 | \$33,490.92 |
| CPEX Equipment | 0 | 0 |
| Investments | \$11,175.51 | \$10,728.64 |
| Property | | |
| <i>Long-Term Assets</i> | \$11,175.51 | \$10,728.64 |
| Total Assets | \$38,036.97 | \$44,219.56 |
| Liabilities and Fund Balances | | |
| Accounts Payable | \$3,052.06 | \$1,784.72 |
| Sales Tax Withheld | \$10.75 | |
| FICA Withheld | | |
| State Unemployment Tax Withheld | | |
| Deferred Revenue | \$225.00 | \$275.00 |
| <i>Current Liabilities</i> | \$3,287.81 | \$2,059.72 |
| Designated Funds | | - |
| Permanently Restricted Funds | | - |
| Temporarily Restricted Funds | | - |
| Unrestricted Funds | \$42,159.84 | \$65,707.43 |
| Net Earnings (Year End) | (\$7,410.68) | (\$23,547.59) |
| <i>Fund Balances</i> | \$34,749.16 | \$42,159.84 |
| Total Liabilities and Fund Balances | \$38,036.97 | \$44,219.56 |

| Income Statement | | |
|-------------------------|---------------------------------|---------------------------------|
| | Ending December 31, 2008 | Ending December 31, 2007 |
| Total Revenue | \$155,585.92 | \$166,005.57 |
| Total Expenditures | \$162,996.60 | \$189,553.16 |
| Net Income | (\$7,410.68) | (\$23,547.59) |

CPEx honors its volunteer examiners

Judges

| | |
|---------------------|---|
| Sherry Bright | VHA Mountain States, Denver |
| Adam Cohen | Chair, CH2M HILL, Englewood |
| Chris Lange | Xcel Energy, Denver |
| John Latham..... | University of Northern Colorado Monfort College of Business, Greeley |
| Roger Maddocks..... | University of Northern Colorado Monfort College of Business, Greeley |
| Anita Romero | Elbert |

Examiners

| | |
|--------------------------|--|
| Jim Baker..... | Colorado Technical University Southern Colorado, Colorado Springs |
| Myriam Baker..... | Outcomes Inc., Denver |
| Brian Barry..... | St. Mary's Hospital, Grand Junction |
| Chandra Bell..... | Healthcare Outsourcing Network, Parker |
| Elvia Benavides..... | Colorado Springs Utilities, Colorado Springs |
| Peggy Bradley..... | Poudre Valley Health System, Fort Collins |
| Craig Brooks..... | Pulte Mortgage LLC, Englewood |
| Jeanne Brown | Colorado Springs Utilities, Colorado Springs |
| Tamara Brzuziowski | Pulte Mortgage LLC, Englewood |
| Cindy Cahill..... | The Bailey Company, Golden |
| Pat Condon..... | PostNet, Denver |
| Robin Crites | Colorado Department of Labor & Employment Unemployment Insurance Program, Denver |
| Joan DeWitt..... | Convergys Corporation, Westminster |
| Eileen Docherty..... | Colorado Technical University, Pueblo |
| Treena Dockery | Poudre Valley Health System, Fort Collins |
| Kelly Gallant | The Medical Center of Aurora, Aurora |
| Mary Galusha..... | Colorado Foundation for Medical Care, Englewood |
| Nicholas Geoffroy..... | Pulte Mortgage LLC, Englewood |
| Helen Gerhard..... | A+ Services, Colorado Springs |
| Kim Griffiths..... | Retired, Golden |
| Lee Henry..... | LexisNexis, Colorado Springs |
| David Hetherington | VA Health Administration Center, Denver |
| Michael Hoge | S.M. Stoller, Harrison, OH |
| Patrick Holwell | Arapahoe/Douglas Works!, Greenwood Village |
| Tom Huberty..... | BAE Systems, Manitou Springs |
| Teri Hyde..... | Pulte Mortgage LLC, Englewood |
| Beth Katzenberg | Colorado Foundation for Medical Care, Englewood |
| Jennifer Kennedy | Pulte Mortgage LLC, Englewood |
| JoAnna King..... | St. Mary's Hospital and Medical Center, Grand Junction |
| Tim Klippert | Poudre Valley Health System, Loveland |
| Norma Krech..... | Avaya, Westminster |

| | |
|----------------------------|--|
| Cheryl Kubly | Octagon Systems Corp., Westminster |
| Chris Lange | Xcel Energy, Denver |
| Diana Larson | Pulte Mortgage LLC, Englewood |
| Susan Lewellen | Lutheran Medical Center, Wheat Ridge |
| Kaleigh Livingston..... | GCC Rio Grande Pueblo, Pueblo |
| Tobin Lopes..... | Private Consultant, Denver |
| Ruth Martinez..... | Colorado Department of Labor & Employment Unemployment Insurance Program, Denver |
| James McCorvey..... | Mission Support Element, Fort Carson |
| Maureen McDevitt..... | CH2M HILL, Englewood |
| Rick McFadden | Pulte Mortgage LLC, Englewood |
| Michelle Mras..... | Schur Success Auction Services, Peyton |
| Wayne New | New Consulting Services, Denver |
| Humberto Ochoa | GCC Rio Grande Pueblo Plant, Pueblo |
| Andrew O'Reilly..... | Delta Dental of Colorado, Denver |
| Beth Parish | Regis University, Denver |
| Elizabeth Perry | Pulte Mortgage LLC, Englewood |
| Jeanette Rampone Gulder... | Poudre Valley Health System, Loveland |
| Sacha Rios | Pulte Mortgage LLC, Englewood |
| Cathy Roberts..... | St. Mary's Hospital and Regional Medical center, Grand Junction |
| Nicole Sandoval | Pulte Mortgage LLC, Englewood |
| John Santiago | Colorado Technical University, Colorado Springs |
| Treva Schessl..... | ITT Technical Services, Colorado Springs |
| Balraj Singh | Pulte Mortgage LLC, Englewood |
| Leila Sopko | Department of the Interior, Englewood |
| Leslie Spanier..... | Colorado Springs Utilities, Colorado Springs |
| Scott Tweedy | Pulte Mortgage LLC, Englewood |
| Luann Wagar | Colorado Springs Utilities, Colorado Springs |
| Rich Wagner..... | President, Dynamic Achievements Inc. |
| Jim Walker..... | Colorado Performance Excellence, Berthoud |
| Kim Watson..... | ManTech SRS Technologies, Colorado Springs |
| David Wile | Colorado Technical University Southern Colorado, Colorado Springs |
| Dennis Wong..... | Pulte Mortgage LLC, Englewood |

Others Involved/Volunteers

| | |
|---------------------|---|
| Kellie Bernard..... | Website Support |
| Paul Bernard..... | Website Support |
| John Carlson..... | In Memoriam passed away in 2008, Webmaster for CPEx from 2003-2008. Thanks for all you did, John. |
| Moria Howare..... | Graphics Support, CH2M HILL |
| Andrea Mauro | Chiaroveggente Productions |
| Patsy Miracle | Graphics Support |
| Emma Rios..... | Administrative and Website Support |



*Let CPEX Assist in Your
Journey to Performance Excellence*

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Facsimile: 720-859-1353

Visit our new website at www.coloradoexcellence.org

***Creative design and editorial services donated by Patsy Miracle,
Rocky Mountain Health Plans.***

Colorado Performance Excellence is a 501(c) (3) Non-Profit Corporation. It is a member in good standing with the Alliance for Performance Excellence, the Non-Profit organization of all state and local Baldrige-based organizations in the United States. Tom Mauro, CEO of CPEX, is a board member and treasurer of the Alliance and Jim Walker, CPEX COO, is the Technology Manager for the organization. Avaya Inc. provides teleconferencing capabilities as an in-kind sponsor of CPEX and the Alliance.