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# Firm Nominated

Sign-up Form

2009

Organization Nominated

Address

Type of Organization

#Employees

*Contact Information*

Name

Title

E-mail

Phone and Fax

Any Comments to support award nomination:

Return Address



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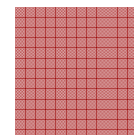
*Recognizing Business  
with the  
Commitment to  
Quality Award*

Nomination Form



Thunder Bay  
Chamber  
of Commerce

THUNDER BAY CHAMBER OF COMMERCE  
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## What is Quality?

Quality is a philosophy, woven into the fabric of a firm, which has customer satisfaction and continuous improvement as its foundation.

Quality is doing it right the first time.

Quality should be measured in terms of customer satisfaction and not just profit. Only when customer's needs are met can profits follow.

## Why Quality?

Quality is the key to economic survival for many firms.

Quality has proven to result in cost savings, efficiency and productivity improvements.

Quality products and services make for satisfied customers, repeat customers and referrals.

## Why apply?

1. Be recognized for current best practices.
2. A learning experience for all involved.
3. To benchmark applicant's quality system and identify opportunities for improvement, even if no award given.

## What is Award?

The Commitment to Quality Management Award is a prestigious plaque sponsored by the Thunder Bay Chamber of Commerce. It is presented to truly excellent firms within the Thunder Bay trading area who can exhibit a strong, pervasive commitment to quality.

## Who is Eligible?

Chamber businesses or organizations that can show they have achieved significant quality improvements through the establishment of policies and activities addressing the following principles.

## Award Principles?

- Customer Focus
- Supplier Management
- Leadership and Commitment
- Employee Involvement
- Process / System Approach
- Quality Data Collection
- Continual Improvement

## How Award Won?

The Thunder Bay Chamber of Commerce's Quality Management Committee has developed a set of criteria and questions based on the seven quality assurance principles.

A nominated firm will be assessed by a team of Quality Management Committee members on all aspects of their quality management system and their quality products or service.

Successful nominees will be presented with a the Commitment to Quality Management Award at the Chamber of Commerce Annual Business Award's Gala

### Committee Members.

Dave Farrell	Lakehead University
Terri McKirdy	Enlink Computers
Jim Foley	Wardrop Engineering
George Kanstra	Northwest Midwest Alliance
Gwen Wojda	Lakehead University
Simone Laatu	Tbaytel

Award Winners

2007

**Alzheimer's Society of Thunder Bay**

2008

**Union Gas Limited  
Thunder Bay Testing & Engineering**