

SPQA

United States Senate Productivity and Quality Award
for Virginia and the District of Columbia



Senator Mark Warner
Senator Tim Kaine
Honorary Chairs

October 30, 2019

Marcia Harrington, PhD
Executive Director
Marcia.harrington@spqa-va.org

Dear Mr. Michael W. Young:

Matt Smith
Board Chairman
Matt.smith@spqa-va.org

As Honorary Chairmen of the U.S. Senate Productivity and Quality Award (SPQA) we would like to congratulate you on completing the Ones to Watch initiative.

Henrisa Haskell
Vice Chair, Operations

In 2019, your company, The Service Company of Virginia, Inc. was one of two small businesses in the Commonwealth who participated in this United States Senate Productivity and Quality Award (SPQA) initiative. In partnership with the Commonwealth of Virginia, the SPQA Ones to Watch (OTW) initiative operates with the general oversight and resource support of a state advisory committee under the leadership of the Virginia Department of Small Business and Supplier Diversity. The OTW initiative is designed to help Virginia businesses implement strategies to improve financial results, generate customer loyalty, create jobs, improve operational effectiveness, and engage their workforce.

David Fuller
Treasurer

Notable was the time you dedicated to completing the Ones to Watch training, reviewing the self-assessment feedback, and implementing your personalized performance improvement plan, with the guidance and support of your respective mentors, Trina Willard and Luis Morales. We hope you continue to use the OTW Criteria for Performance Excellence, which are based on the *Baldrige Excellence Framework* to further your business objectives and pursue excellence.

Julia M. Lent
Secretary

Again, we commend your efforts to complete all components of the SPQA Ones to Watch initiative. We are confident you will continue your steadfast focus on performance excellence as you grow and remain a viable economic component within the Commonwealth of Virginia.

SPQA
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571-215-8881
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Handwritten signature of Mark R. Warner in black ink.

Mark R. Warner
United States Senate

Handwritten signature of Tim Kaine in blue ink.

Tim Kaine
United States Senate