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**American Society for Quality
Ottawa Valley Section**
2 Canadian Drive
Ottawa
Ontario
K0A 1B0

September 17, 2009

Att: Michael Hart, Excellence Chair

Dear Mr. Hart,

Thank you for the submission from the ASQ Ottawa Valley Section for NQI PEP® Level One (recertification) and Level Two Certification. Following submission review (and discussion) we are pleased to inform you that the Section has met the intent of NQI PEP® criteria.

Commendable activities were outlined in the submission, notably:

- Vision statement
- Communications – Website and SharePoint access
- Volunteer orientation and training objective
- Section management planning process
- Structure and operational plans (Member Leaders and committees)
- Focus on member services and experience, and program improvements (in 2008/09 strategic plan)
- Volunteer involvement/commitment and input (on actions/goals)
- Method on measurement and progress reporting
- Member surveys
- Process focus, documentation, key process ID and accessibility

An NQI PEP® certificate will be prepared and sent to you (our contact is Bonita Savard at extension 233). If you wish we would be pleased to be involved in helping you celebrate this milestone, for example a scheduled visit by an NQI representative to present the certificate, at a Section meeting for example.

Please extend our congratulations to all volunteers and members of ASQ Ottawa Valley on this fine achievement, external validation of a strategic quality journey by the Section. The submission was well prepared, with good supportive documentation.

For your information, certification at higher levels of the PEP® process (for volunteer member driven organizations like the Ottawa Valley Section) would be eligible for consideration for recognition from the Canada Awards for Excellence program, under cover the CAE Small Organization Customer/Member Services Award category.

Sincerely,

John Perry
Chair of Adjudication

Cc: (NQI) B. Savard, D. Wilson, A.Ebedes.