

Keystone Alliance for Performance Excellence (KAPE) is a non-profit corporation that promotes Pennsylvania competitiveness through a progressive, three-tiered assessment and awards process that encourages and recognizes organizational performance excellence. The process is based on the Malcolm Baldrige National Quality Award Criteria, a proven system for assessing and improving organizational performance.

Since KAPE's initial assessment cycle in 2005, more than 80 organizations from business, healthcare, education, and non-profit sectors have used the KAPE process to pursue improved results and organizational success. The process works because it uses low-cost assessments of organizations and offers a non-prescriptive, common-sense approach to addressing an organization's unique challenges. At the end of the process, applicant organizations receive customized, action-oriented feedback reports that detail each organization's strengths and opportunities for improvement.

"The KAPE Award process provides an opportunity for businesses, schools, health care organizations, and non-profit agencies to become truly great organizations," said Bob Bitner, KAPE Executive Director. "KAPE applicants view the process as an effective and economical way to improve relationships with customers and stakeholders, develop employees, drive innovation, and improve the organization's results."

All KAPE applicants receive recognition at its annual Performance Excellence Conference and Awards Banquet. This year's event will be held November 3-4 at the Sheraton Harrisburg-Hershey Hotel, Harrisburg, PA. The conference also provides attendees the opportunity to learn about best management practices and the performance excellence journeys of KAPE Award and Baldrige Award recipients.

KAPE encourages all Pennsylvania public and private organizations to begin their journey toward performance excellence, regardless of status or size. For more information about KAPE's Award process and this year's Performance Excellence Conference, visit www.keystonealliance.com.