

**FOR IMMEDIATE RELEASE:**

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**GRANITE STATE QUALITY COUNCIL RECOGNIZES  
TWO ORGANIZATIONS FOR EXCELLENCE**

**MANCHESTER, N.H.** – The Granite State Quality Council (GSQC) announces the recognition of two organizations as a part of its 2013 Granite State Quality Awards and Recognition Program. These recognitions are based on the Baldrige Criteria for Performance Excellence which is recognized around the world as the standard for organizational performance excellence.

**Phaneuf Funeral Homes and Crematorium**, headquartered in Manchester, has earned the *Achievement of Excellence*, the highest recognition level in the Program. The *Achievement of Excellence* level recognizes organizations that demonstrate quality and performance excellence as defined by the Baldrige Criteria. In part, Phaneuf earned this recognition for its customer-focused culture and its approach to strategically grow and sustain a family owned business in an industry where larger corporate chains are the trend. This is supported by Phaneuf's core competency of technology adoption to benefit both operations and the customer experience. These strengths support Phaneuf in achieving their purpose of *honoring loss and celebrating life*.

**The City of Dover**, has earned the *Profile* level of the GSQC's Quality Awards and Recognition Program. The *Profile* level recognizes organizations that have developed a foundation for continuous improvement and excellence. For the City of Dover this includes its clearly identified vision, mission, values, key services, and strategic challenges and advantages. In addition, the City's Master Plan supports alignment of its key objectives and budget with the mission and vision to identify efficiencies that benefit all of the City's stakeholders.

The process for earning both the *Achievement of Excellence* and *Profile* recognitions involves the submission of an application which is evaluated by a team of volunteer examiners trained in the Baldrige Criteria. The *Achievement of Excellence* recognition also involves an intense on-site review conducted by the examiners to verify and clarify what is included in the application. All applicants receive a confidential feedback report with strengths and opportunities to support continued improvements based on the best practices of world class organizations.

Anne Warner, Executive Director of the Granite State Quality Council said, "we congratulate both Phaneuf Funeral Homes and Crematorium and the City of Dover on their achievement. Earning this recognition is a great milestone, which comes with the additional benefit of a deepened understanding of how to become even more effective, efficient, and innovative in achieving their goals."

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Both of these applicants will be formally recognized in a public ceremony later this year where they will share some of their best practices and how the Baldrige Criteria's framework has guided progress towards their goals.

The Granite State Quality Council is New Hampshire's nonprofit resource for organizational performance excellence. The GSQC helps NH organizations to become excellent through the sharing of best practices; training and coaching; and the state's Baldrige-based Awards and Recognition Program. For more information about the recognition process, how to become an Awards Examiner, or about the GSQC, visit [www.gsgc.com](http://www.gsgc.com) or contact the executive director at 1-603-321-1046 or [anne@gsgc.com](mailto:anne@gsgc.com).

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