



STEP's Quality Initiative

In the fall of 2003, STEP's Board of Director's directed the organization to work through the National Quality Institute's (NQI's) Progressive Excellence Program (PEP). The role of NQI's Progressive Excellence Program is to provide a "roadmap" to work through by examining the organization in the areas of leadership, planning, citizen/client focus, people focus, process management and supplier/partner focus.

STEP has set four objectives for the program:

- to improve the organization (better service to members and increased value to the stakeholder)
- obtain outside validation for the quality of our services
- receive recognition for the work we do
- and greater pride in the organization from staff.

Based on the initial NQI assessment of the organization, STEP obtained Level 1 certification in March 2004 and the Level 2 certification in March of 2005. Through much of the remainder of 2005, efforts were placed on integrating quality into all areas of organization and working towards a Level 3 application and certification.

With continued focus of all staff in the improvement process, we will move forward through the Progressive Excellence Program Level 3 and 2006-2007.

For more information on the National Quality Institute visit their website at www.nqi.com.