

SPQA

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



October 30, 2019

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Senator Tim Kaine
Congresswoman Eleanor
Holmes Norton
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Dear Mr. Daniel W. Lucas:

As Honorary Chairmen of the U.S. Senate Productivity and Quality Award (SPQA) it is a privilege to congratulate the District of Columbia Office of the Inspector General as an **SPQA Progress Award** recipient for 2019.

In 2019, Office of the Inspector General (OIG) submitted an extensive Award self-assessment application to SPQA for evaluation by a team of experienced and skilled examiners. The OIG also hosted a site visit by the SPQA examiner team during which the team gained additional insight into the OIG and its use of the *Baldrige Excellence Framework*. The examiner team wrote a feedback report containing strengths and opportunities for improvement and an independent panel of highly experienced judges reviewed the OIG's application and the feedback report to determine that the OIG's leadership has created an organizational environment for continuous improvement and transformation. The OIG has implemented several integrated mechanisms to improve its performance including using the *Baldrige Excellence Framework* to further its improvement efforts. Since implementing use of the *Framework* in 2014, the OIG has made substantial progress in developing and deploying many systematic processes responsive to the basic requirements of the *Framework's* Criteria for Performance Excellence.

The pursuit of performance excellence is no easy task. We commend the OIG for its ongoing commitment to attaining excellence and for the foresight to recognize the value of self-assessment and gaining independent and expert feedback. SPQA is very glad to have been the provider of this feedback and for being a witness to the OIG's progress toward excellence.

Again, congratulations on receiving SPQA's Progress Award for 2019, and we wish you the very best in your continuing journey to performance excellence.

Handwritten signature of Mark R. Warner in black ink.

Mark R. Warner
United States Senate

Handwritten signature of Eleanor Holmes Norton in black ink.

Eleanor Holmes Norton
Delegate US House of Representatives

Handwritten signature of Tim Kaine in blue ink.

Tim Kaine
United States Senate