

# SPQA

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



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August 3, 2023

Dear Wendy Zhi and Melissa O'Neal

As Honorary Chairmen of the U.S. Senate Productivity and Quality Award (SPQA) it is a privilege to congratulate Educational Employees Supplementary Retirement System of Fairfax County for the Progress recognition award in 2023. You submitted an extensive award self-assessment application to SPQA for evaluation by a team of experienced and skilled examiners. Educational Employees Supplementary Retirement System of Fairfax County also hosted a site visit by the SPQA examiner team during which the team gained additional insight into Educational Employees Supplementary Retirement System of Fairfax County and its use of the *Baldrige Excellence Framework*. The examiner team wrote a feedback report containing strengths and opportunities for improvement. An independent panel of highly experienced judges reviewed Educational Employees Supplementary Retirement System of Fairfax County application and the feedback report. They determined that Educational Employees Supplementary Retirement System of Fairfax County has made good progress toward excellence by using the *Baldrige Excellence Framework* to create a system and processes that have resulted in strong results in customer satisfaction and workforce engagement.

The pursuit of performance excellence is no easy task. We commend Educational Employees Supplementary Retirement System of Fairfax County 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 Educational Employees Supplementary Retirement System of Fairfax County Progress Recognition Award toward excellence.

Again, congratulations on receiving SPQA's Progress Recognition Award for 2023 and we wish you the very best in your continuing journey to performance excellence.

A handwritten signature in black ink that reads 'Mark R. Warner'.

Mark R. Warner  
United States Senate

A handwritten signature in blue ink that reads 'Tim Kaine'.

Tim Kaine  
United States Senate