

## Welcome to SVRCE

### Legendary Service at The Ritz-Carlton

We sold out very quickly for our Ritz- Carlton event and had several people interested in attending a future event. The March 16-17<sup>th</sup> conference set atop an ocean bluff overlooking the rugged Pacific coastline, An overnight stay at the AAA Five Diamond Half Moon Bay property was included along with enjoying the informative presentations from the staff on the processes used to anticipate and provide exceptional customer

### Legendary Service at The Ritz-Carlton (con't)

service. Stay tuned as we will be announcing more of these types of events in the near future.

### Lunch & learn, Category 1: Leadership. Mike Gozzo, Speaker.

Mike Gozzo, SVRCE Chair, presented this first in a series of workshops designed to provide a cost effective introduction to the Baldrige criteria. Held at National University in San Jose, look for the dates to attend future lunch time workshops.

### Upcoming Events

#### California Team Excellence Awards

Do you know of or have a team that has saved money, or improve performance at your company. If not would you like to see high performance teams compete head to head for an excellence award?

This year in November, we will be hosting the Team Excellence Awards in San Jose, CA. The event promises to contain information for anyone interested in improving

### Meet our New Member!

Debra Stonebraker is a recent addition to our team. Anxious to support the region, Debra saw the need and accepted the position of regional Secretary; filling a critical role that was recently vacated.

Debra is the, Office Manager/Accountant at FMF Global Law Group, an immigration specialist. She holds a bachelor's degree from DeVry University in Technical Management, with a concentration in Accounting. She graduated Summa Cum Laude. She is new to the quality area and is writing her first application for the law firm.

FMF Global Law Group has the aggressive goal of becoming the first law firm to receive a Eureka Award, and moving on to become a Baldrige Award winner.

Debra has ten years experience in the computer field and eight years running the different office processes that consist of inventory management, accounting and office procedures.

She enjoys outdoor activities and crocheting. She has two children and is expecting her first grandchild in December.

Please join me in welcoming Debra to SVRCE in the position of Region Secretary.

### Upcoming Events (cont.)

their teams or seeing how other teams overcame hurdles to solve problems and improve performance.

The California Team Excellence Awards (CTEA) program provides participants with the opportunity to be recognized for their team work on specific projects that improve performance, save money, or further the goals of their organization.

Each team that submits an application is recognized during the CTEA Awards Ceremony Live Team Competition. Top winners in the state receive an opportunity to compete in the annual International Team Excellence Competition.

### Become a CAPE Examiner!

Have you ever considered becoming a CAPE examiner? Read these exciting testimonials:

*"I have been an Examiner for over a decade... So, you might wonder what's in it for me that I keep coming back. Yes, it is a lot of volunteer work that you can not sugar coat and say it is easy. It takes training, integrity, self discipline, and teamwork to complete the examination process. I like to think that being an Examiner is just a "self inflicted learning opportunity,"*

**Steve Oien, Management Analyst, U.S. Air Force, Travis AFB, CA**

*"The opportunities that CAPE has given me over the past 6 years have been nothing short of amazing... here you are... analyzing schools,*

### Cape Examiner (cont.)

*businesses, and health care agencies and helping their organizations understand and implement the Baldrige criteria! Where else could you learn so much and apply it in real world situations?"*

**Robb Schwartz, Project Management Specialist, The Boeing Company, Long Beach, CA**

We have some very exciting programs and would be delighted to hear from you. Contact Lucy Ferrari at 408.265.2607 ext. 2455 or email her at lferrari@valleywater.org

Visit our website:  
www.calexcellence.org/  
rcesantaclara.html

