

# News Release

THE FEDERAL RESERVE BANK of KANSAS CITY

1 Memorial Drive • Kansas City, MO 64198 • Phone: 816.881.2683

**FOR IMMEDIATE RELEASE**  
**November 1, 2011**

**CONTACT: Bill Medley**  
**816/881-2556**  
[Bill.Medley@kc.frb.org](mailto:Bill.Medley@kc.frb.org)

## **FEDERAL RESERVE BANK OF KANSAS CITY NAMED 2011 MISSOURI QUALITY AWARD WINNER**

The Federal Reserve Bank of Kansas City has been named a 2011 winner of the Missouri Quality Award (MQA), joining a select group of organizations that have achieved the honor. The award, based on the prestigious Malcolm Baldrige National Quality Award, recognizes Missouri-based organizations in manufacturing, service, nonprofit, public sector, education and healthcare that are dedicated to promoting quality and continuous improvement.

The Bank was one of four organizations recognized as a MQA winner this year. Organizations participating in the MQA program are evaluated on their existing processes and in seven performance areas, including leadership; strategic planning; customer focus; measurement, analysis and knowledge management; workforce focus; operations focus; and results. After submitting an in-depth application to the MQA program earlier this year, examiners visited the Bank to interview employees and to observe the Bank's processes.

"Receiving the Missouri Quality Award is a great honor and it reflects the dedication, hard work and innovative thinking our employees bring to the Bank every day," said Bank President and Chief Executive Officer Esther George. "This award is the result of a focus on identifying and implementing ways to continuously improve our processes in every division and at each Branch office."

As the regional headquarters of the nation's central bank, the Federal Reserve Bank of Kansas City, and its Branch offices in Denver, Oklahoma City and Omaha, participates in each of the Federal Reserve's three mission areas of monetary policy, banking supervision and financial services. The Bank serves the seven states of the Tenth Federal Reserve District, a region that includes Colorado, Kansas, Nebraska, Oklahoma, Wyoming, northern New Mexico and western Missouri.

###

