

2009 Winner(s)

Process Improvement Winner:

Winner: Zone 5 Mark Johnson, Rupert James, Susan Byrd, Walter Shephard, George Quarles

2nd: Frank Hall, Pawan Tah, Raymond Thrash, James Cook, Thomas Mathews, Brandon Otwell, John Johnson

3rd: Communications Center: Angelia Jennings, Jennifer Anderson, Jackie Barnes, Dana Barnett, Cliveita Caesar, Sheila Dansby, Stephen House, Michael Parker, Benita Robinson, Pamisa Scott

Winner was selected because: The process that was improved was one that was certainly needed after so many years and they impacted the financial bottom line impressively.

2nd was selected because: The amount of teamwork that was invested as well as the amount of money that was saved.

3rd was selected because: Not only did they meet all of the criteria for the Award, they money that was saved was reinvested here at Georgia State. Also, the report itself was written very well, easy to identify and very good charts and supporting information.

Bright Idea Award Winner:

Winner: Cheryl Johnson Ransaw

2nd place: Patricia Nwanko

3rd place: Esther Maclin, Oyin Jones Mitchell, Leon Staples, (student assistant) LaKeisha Arnold

Winner was selected because: this person exemplified creativity, addressed a need concerning the entire university, and took the initiative to implement the idea. The service is extended to all faculty and staff as well as to provide Nursing students opportunity to build up their hands on medical experience.

2nd place was selected because: this idea streamlined the job functions and helped the overall functionality of the department.

3rd place was selected because: the idea attempted to boost moral and reinforce personal budget savings of the faculty and staff.

Exceptional Customer Service Award Winner:

Winner: Doris Freathy Mansfield, Robert Patrick, and DeMario Brinkley

2nd : Sgt. Sharon Gerald and Officer Grizelle

3rd : Frank Banhead, Jennifer Anderson, Angelia Jennings

Winner was selected: exceptional example of extending oneself to service the customer.

2nd place was selected: for customer service bordering on humanitarian service far above the normal scope of their job and professional excellence.

3rd place was selected: because they displayed a great example of thorough professional behavior and follow through.