

CMT Wins Award for Commitment to Excellence

First engineering consultant firm to earn award from prestigious Lincoln Foundation

Crawford, Murphy & Tilly (CMT) is the proud recipient of a 2010 Lincoln Bronze Award for Commitment to Excellence from the Lincoln Foundation for Performance Excellence. The honor recognizes CMT for its dedication to quality and continuous improvement in its service to its clients, community and employees. The Lincoln Foundation is the Illinois-based affiliate of the prestigious Malcolm Baldrige National Quality Award, the highest presidential honor given to U.S. organizations for innovation and performance excellence.

“We’d like to thank the foundation for this highly coveted award. This is a great achievement for CMT and a testament to the hard work of our employees in delivering quality in everything they do,” said Brian Whiston, CEO.

The Lincoln Foundation invites Illinois-based organizations, that have been previously screened for eligibility, to submit an extensive application that details their methods and practices for instilling the principles of quality into their corporate mission and daily operations. Applicants are then judged on seven criteria: leadership, strategic planning, customer focus, measurement and analysis, workforce focus, process management, and results. A post-application interview is then conducted by a team of on-site examiners before award selections are made.

CMT will be presented with a 2010 Lincoln Bronze Award at the Saluting Excellence Award Ceremony to be held on January 13, 2011 in Naperville, IL. CMT is both a first-time submitter and first-time award winner.

“Receiving a bronze award on the first application is a significant accomplishment. It’s not unusual for an organization to submit several times before receiving an award. It’s a testament to how far along we are on our quality journey,” said Warren Knoles, COO and lead implementer of CMT’s total quality management program.

CMT also has the distinction of being the first professional engineering consulting firm in Illinois to win a Lincoln Award.

Organizations that are selected to receive an award are also provided with a feedback report that includes an assessment of strengths, as well as opportunities for improvement. CMT has already begun studying the report and looks forward to incorporating ideas for improvement into the firm’s planning, management and operations.

“While this award does serve as validation for the quality and ethical values that CMT has practiced for over 60 years, we won’t be resting on our laurels. The award will serve as a reminder of all that we’ve achieved, but it will also be a motivating force for us to maintain, and even surpass previous levels of performance. Our clients have come to expect it from CMT and it’s a responsibility we’re proud to carry,” Whiston said.

