

In Pursuit of Quality: An Examination of Quality Awards

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The ability of public sector organizations to compete with private sector enterprises necessitates self-examination of our organizations for quality. Criminal justice leaders looking at an emerging private sector seeking to privatize statutory functions must react or take a proactive approach for their organization's future. This can be accomplished by electing to do business in a way that provides quality service, responsiveness to customers, promotes continuous improvement, learning, employee development and participation in the organization. Leaders looking to make a difference in how their organizations are doing business will find it worthwhile and in the best interest of the organization to pursue quality through the Sterling Award Concept.