



## Exemplary Performance Award



Office Concepts has received Steelcase's **Exemplary Performance Award**. This award signifies the pinnacle of Dealer "Best of Class" Performance. This award is given in recognition of the very highest achievement in customer service and business practices. Patterned after the Malcolm Baldrige National Quality Award, it requires dedicated participation through two phases:

First, applicants are required to prepare a 30 page application which includes details on: leadership and management practices, planning, continuous improvement, human resources services, market position, customer focus and business performance.

Second, based on scores from the written application, finalists undergo an extensive on-site evaluation by a team of examiners.

Office Concepts is a performance driven organization with a unique infrastructure, established and time-tested processes and procedures, and sophisticated technological capabilities. Office Concepts' vision is founded in continuing to leverage technology to help our customers achieve their business goals. By continuously improving our processes, procedures, and communication tools, we will be able to provide our customers quicker, more accurate information by which they can make informed business decisions, thus saving time, resources and money.