

**CONTACT:**

Jesse B. Bennett  
Corporate ISO Systems Director  
252-464-5404 or [j.b.bennett@navy.mil](mailto:j.b.bennett@navy.mil)

Wayne Tindle, North Carolina Awards for Excellence  
919.515.4660 or [wayne\\_tindle@ncsu.edu](mailto:wayne_tindle@ncsu.edu)

**Cherry Point Center Becomes Awards Recipient***The Fleet Readiness Center East attains a Level 3 Advancement Award from the North Carolina Awards for Excellence*

The Fleet Readiness Center East in Cherry Point becomes the first military facility to receive an award from the North Carolina Awards for Excellence (NCAfE) since its inception in 1989. The Level 3, Advancement Award, the second highest award in the program, is given to organizations that have demonstrated their ability to build sound processes through a systematic approach and produce results attributable to these well-deployed processes.

"This achievement validates our journey of continuous improvement signifying that we are on the right track and provides us meaningful encouragement to continue our efforts," said Colonel David Smith, Commanding Officer of FRC East. "It further accentuates our positive workforce, comprised of great, highly skilled, professional and diverse Americans, who are dedicated to producing the very best quality products, on schedule and at the best value for the war fighter. We benefitted significantly from the professionalism, expertise and insights of the NCAfE program staff and the Assessment Team. We are proud to be the first US Government and the first military facility to receive an award from the North Carolina Awards for Excellence."

The NCAfE process provides assessments of organizations based on the internationally recognized Malcolm Baldrige Criteria for Performance Excellence. Trained examiners evaluate and score an application to the criteria requirements, conduct a site visit, and provide feedback to participants on their strengths and improvement opportunities.

The examiner team noted that FRC East is committed to continuous process and quality improvement by increasing productivity by 100 percent on all aircraft production lines with an accompanying reduction in cost and quality defects.

The award will be presented at the North Carolina Management Systems Summit on September 17 at the NC State University McKimmon Center.

“Fleet Readiness Center East has many practices from which other organizations can learn,” said Wayne Tindle, NCAfE program director. “Their focus on a culture of high performance and workforce motivation through process improvement, effective communication, recognition, and individual goal setting has resulted in their ability to meet the rapidly changing needs of the war fighter and become an agile and sustainable organization”.

### **About FRC East**

FRC East is the Department of Defense Vertical Lift Center of Excellence. It has a workforce of about 4,000 civilian, military and contractor personnel, making it North Carolina's largest industrial employer east of Interstate 95. The facility's annual payroll exceeds \$270 million. Located aboard Marine Corps Air Station Cherry Point, FRC East provides aviation maintenance, engineering, and logistics support worldwide for the U.S. military. Its customers include 202 Navy and Marine Corps activities, 24 foreign nations, five U.S. Air Force activities, three U.S. Army activities, and two other federal agencies

### **About NCAfE and IES**

The North Carolina Awards for Excellence (NCAfE) process is a cooperative industry, academic, and government initiative to improve organizational competitiveness and to provide recognition for performance excellence. Examiners are trained to evaluate and score each participant's application, conduct site visits, and prepare feedback reports for participants. The program was initially formed in 1989 as a foundation through an executive order of the governor. It was transferred to the Industrial Extension Service (IES) at North Carolina State University in 2001. The Industrial Extension Service is the statewide arm of NC State University that partners with business and industry to transfer knowledge and technology. Since 2000, IES services have generated more than half a billion dollars of positive economic impact for North Carolina, as reported by the organizations served. Created in 1955 within the NCSU College of Engineering by an act of the General Assembly, [IES](#) is the oldest service of its kind in the nation.