

SAMPLE
Part 1 of TA Report – the Cover Letter

DATE

XXXX

Dear XXX and Partners:

Congratulations for taking the quality challenge! We commend you for your commitment to performance excellence. We are pleased to extend certification as a comprehensive, full service *WorkSource Montgomery* Center (or organization) site to the site located at XXX. We would like to take this opportunity to thank all the partners and staff that took the time to meet with us and answer our questions during the on-site review.

We appreciate the effort it takes to create and sustain a continuous quality improvement culture within your organization. Your application and the on-site visit demonstrated a commitment to a customer focused approach and to ongoing improvements to the initial processes customers interact with. You and your partners are to be commended for creating such an inviting environment for your customers.

The Review Team would like to point out a few areas that we noted had matured since your last certification:

- The site's leadership system continues to evolve and the partners appear to be increasingly engaged.
- The continued focus on ensuring a quality customer experience through transparent staffing throughout the center.
- Regular analysis of customer needs to pilot and implement new services.

Your certification and license to display the WorkSource Montgomery name is valid through XXX. Certification as a WorkSource Montgomery Center (or organization) entitles you to the following benefits.

- You may display the WorkSource Montgomery name and logo of the system on internal and external signage, based on quality production specifications that will be provided to you.
- You may consider the Workforce Development Board a partner for the purposes of publicity and grant applications with permission.
- You may gain benefit from the WDBs overall marketing campaign to raise consumer awareness of certified organizations within the workforce system.

This report contains concise and actionable feedback from the reviewers. We have focused only on key areas to note as strengths and opportunities for improvement.

The Rating Section of this feedback application provides the scoring range for each section and attempts to note specific areas for clarity and/or improvement.

Preparing workers over the next decade provides exciting opportunities for change. The MCWDB is firm in its commitment that a focus on continuous improvement through the Quality Standards enhances your organization's ability to advance and promote a skilled workforce that is ready for a highly competitive workplace and to anticipate and respond to the area's businesses and industry.

We are pleased to provide you with the enclosed Technical Assistance Report. Our comments are meant to be constructive and not critical. You've invested a great amount on building the systems under which your organization operates. You took the time and the effort to build your application. Now, continue that investment by taking action on your feedback report. Look for the greatest impact on your organization, create action plans, develop measures to monitor progress, chronicle your results, and celebrate your achievements.

We look forward to ongoing interaction with your site. We are requesting several items.

- Your annual CQI Plan based on your self-evaluation.
- Copies of any press releases you send announcing your certification.
- If you do any type of event to announce your certification, please let us know as we would like to assist you in getting any MCWDB officials there that you request.

Please send all of the above information to XXX at the MCWDB. Again, congratulations on becoming a certified *WorkSource Montgomery* organization for Montgomery County.

XXX
Chairman,
MCWDB Certification Sub-Committee
Of the Quality Assurance Committee

Cc: MCWDB Quality Assurance Committee Members