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Alternative Service Concepts, LLC to Receive Tennessee Center for Performance Excellence Award

Nashville, TN, January 24, 2012 – NASHVILLE, Tenn. – Alternative Service Concepts, LLC (ASC) has earned a Commitment Award in the annual Excellence in Tennessee recognition program administered by the Tennessee Center for Performance Excellence (TNCPE). TNCPE is the only state-wide quality program and is patterned on the Baldrige Performance Excellence Program, the national standard for recognizing organizational excellence. ASC will accept the award at the 19th annual Excellence in Tennessee Awards Banquet on February 22, 2012.

Robert Bennett, CEO of ASC commented, “We are committed to providing exceptional claim service to our customers and there is no better way than to be involved in a recognized program which is dedicated to improving Tennessee businesses.”

ASC is a privately held claims administration service provider based in Nashville, TN. ASC currently offers dedicated on- and off-site claims administration throughout 24 strategic locations and 4 telecommuter sites across the country and specializes in property casualty claims, worker's compensation claims, administration, and auditing services.

Through an annual evaluation and assessment process, TNCPE recognizes high-performance organizations that exhibit continuous improvement and best practice processes. This year, TNCPE has named 28 organizations as 2011 Award winners. They represent outstanding achievement in the following industry sectors: health care, manufacturing, service, education, government and nonprofit.

“Tennessee is competing not just nationally but internationally for new jobs, and each award recipient contributes to the state’s success at the regional, national and international levels,” Tennessee Gov. Bill Haslam said. “Tennessee is a better place to live and work because of the commitment to excellence and continuous improvement embraced by these organizations. Strong organizations such as these bring in investment and resources, playing a critical role in making Tennessee the No. 1 location in the Southeast for high quality jobs.”

Organizations like Alternative Service Concepts, LLC apply to the TNCPE program at one of four levels. As the levels increase, so does the depth and complexity of the application, which is based on the *Baldrige Criteria for Performance Excellence*. Since the program was founded in 1993, only 21 organizations have attained the excellence designation. While there will not be an Excellence Award presented this year, six organizations will be honored with the Achievement Award; seventeen, including Alternative Service Concepts, LLC, will be awarded a Commitment Award and five will receive Interest Recognition.

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Commitment Awards are presented to organizations that are beginning to demonstrate commitment to, and implementation of, performance improvement principles. They have demonstrated progress by identifying and putting in place a measurement system to capture data and analyze results, and some key process improvements, which are directly attributable to a fact-based improvement process.

A full list of winners can be found on the TNCPE [website](#).

“This program takes a true commitment from leadership and dedication by the entire organization to refine their processes, delight the customers, engage their workforce and get real results,” said TNCPE President Katie Rawls. “We are honored to work with organizations like Alternative Service Concepts, LLC, as they pursue their journey toward continuous improvement and excellence.”

TNCPE is a nonprofit, public-private partnership and is available to all businesses, educational institutions, health care organization, government agencies and other nonprofit entities. To learn more, visit www.tncpe.org.

For more information on Alternative Service Concepts, LLC, please visit www.ascrisk.com.

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