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Alternative Service Concepts, LLC Earns Tennessee Center for Performance Excellence 2010 Interest Recognition

Nashville, TN, February 25, 2011 – Alternative Service Concepts, LLC of Nashville, has earned Interest Recognition in the annual Excellence in Tennessee award program administered by the Tennessee Center for Performance Excellence (TNCPE). Representatives of Alternative Service Concepts accepted the award at the 18th annual Excellence in Tennessee Awards Banquet on February 23, 2011, at the Franklin Marriott Cool Springs in Franklin, Tenn.

Through an annual evaluation and assessment process, the non-profit TNCPE recognizes organizations that have achieved the highest standards of excellence in their operations and results. The program uses the *Criteria for Performance Excellence*, established by the national Baldrige Performance Excellence Program, as the evaluation tool.

Awards are presented in four categories: Interest Recognition (the beginning level), Commitment, Achievement, and the highest level – the Excellence Award.

“My congratulations to Alternative Service Concepts for earning TNCPE Interest Recognition, and for all the hard work that helped them achieve this honor,” said then Tennessee Governor Phil Bredesen. Pursuing Criteria standards is a significant achievement that encourages growth and innovation within the business, which helps drive economic development in Tennessee. I applaud Alternative Service Concepts for achieving this recognition.”

Recipients of Interest Level Recognition must complete a 5-page organizational profile and host a half-day education and evaluation site visit from a team of TNCPE Examiners. This level is the first step for organizations interested in adopting and applying Baldrige principles of performance improvement.

“While I’m delighted to honor Alternative Service Concepts with Interest Recognition, I want to emphasize the true nature of this achievement,” said TNCPE President and CEO Kathryn Rawls. “This is so much more than a plaque on a boardroom wall. Pursuing a TNCPE award demonstrates that Alternative Service Concepts is adopting proven performance practices, principles, and strategies that nurture excellence in all aspects of business – from client relations to workforce development to results. These processes will help Alternative Service Concepts continue to be successful for years to come.”

This year, CIGNA Government Services earned an Excellence Award. Two organizations earned the TNCPE Achievement Award, 11 earned the Commitment Award and to date, four have earned Interest Recognition.

“These efforts translate into organizations where people want to work and want to do business,” said Rawls. “I’m proud that Alternative Service Concepts is among these high achievers taking such positive steps to grow internally *and* benefit our economy.”

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Since TNCPE's creation in 1993, more than 1,100 organizations have progressed through one or more levels of achievement. A Board of Examiners made up of experts in business, education, health care and government assessed this year's applicants in seven categories: leadership; strategic planning; customer focus; measurement, analysis and knowledge management; workforce focus; process management; and results.

The TNCPE program, which is itself a national and international role model, is available to all businesses, educational institutions, health care organizations, government agencies and other non-profit entities.

Headquartered in Nashville, Tennessee, Alternative Service Concepts, LLC ("ASC") is an integrity-based company delivering workers' compensation and P&C claims management expertise and customized solutions to its partners. With offices located strategically throughout the nation, ASC and its predecessors have provided workers' compensation and property/casualty claims management services for over 30 years. Since its inception, ASC has built a reputation for flexibility, expertise, and efficiency, consistently exceeding customer expectations.

For more information on the Tennessee Center for Performance Excellence, contact Katie Rawls, President, at the organization's Nashville office: (615) 889-8323, (800) 453-6474, or katie.rawls@tncpe.org.

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