

# Press Release



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## **National Business Center-Aviation Management wins the 2008 Federal Aviation Program Award (Small Category)**

**WASHINGTON** – The Department of the Interior’s (DOI) National Business Center’s (NBC) Aviation Management Directorate (AMD), headquartered in Boise, ID has been selected as the 2008 winner of the Federal Aviation Program of the Year Award (Small Category), according to Ms. Becky Rhodes, U. S. General Services Administration (GSA), Deputy Associate Administrator, Office of Travel, Transportation, and Asset Management, as well as the Chair, Interagency Committee for Aviation Policy (ICAP). This represents the first time since the award's inception in 2000 that DOI has received this highly esteemed award.

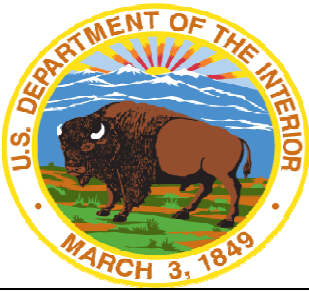


The GSA, which sponsors the ICAP, promotes, coordinates and sponsors the annual Federal Aviation Awards program to recognize and publicize excellence in Federal aviation during the period of January 1 – December 31, of each calendar year. The winning program for this prestigious award is judged to be the safest, most efficient and effective, in all aspects of flight program management, which includes aviation management/administration, operations, maintenance, training, and safety.

This year, more than 25 Federal aviation programs were eligible to apply for the Federal Aviation Program Award (Small Category). As quality management programs and quantifiable metrics have been adopted by the Federal aviation community in the last few years,

“The National Business Center is very proud of this prestigious Federal recognition. AMD’s demonstrated use of metrics, analytics, and partnering that resulted in this award reflects the NBC Core Values of Integrity, Accountability, Customer Value, Innovation, and Teamwork.”

Douglas J. Bourgeois  
NBC Director



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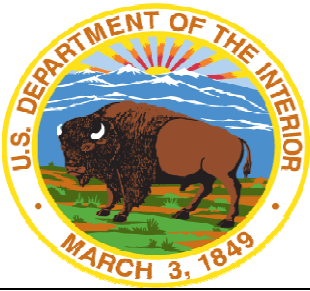
the “professionalism” standard for the management of Federal aviation programs has been raised to new heights, resulting in improved performance within those programs and increasingly tough competition for recognition by the Federal Aviation Awards program. NBC-AMD’s demonstrated leadership in metrics and analytics that support improved operational and business practices, as evidenced by their ISO 9001-2008 certification and 2008 Federal Aviation Gold Standard recognition, set them and DOI apart in 2008 from all Federal aviation programs in their category. “This prestigious recognition is a direct reflection of the Aviation Management’s commitment to continual improvement in the service, effectiveness, efficiency, and safety of Federal aviation programs through the integration of metrics, improved business practices, and the continued strengthening of relationships with our customers, our interagency partners, and our commercial aviation industry associates,” said Mark Bathrick, AMD Associate Director. “This award is recognition of the extraordinary efforts and the measurable and meaningful achievements of this dedicated TEAM.”

On July 28, 2009 GSA will formally recognize the NBC-Aviation Management Team at the annual FedFleet Conference in Chicago, IL. In addition to the award, NBC-Aviation Management will also receive an award check for \$2,500.

NBC-AMD received their ISO 9001-2008 Certification in September 2008 following a successful pre-certification audit by BSI (British Standards Institution) Management Systems, which was founded in 1901. During the work-up phase for their certification, NBC-AMD completed extensive Quality Management Systems (QMS) training, and then analyzed 13 key functions within their area of responsibility, resulting in the development of business process narratives and workflow charts for each function. NBC-AMD began utilizing the QMS process on April 1, 2008 and has capitalized on the QMS, resulting in numerous benefits which include increased productivity, reduced cycle times and decreased costs, while improving quality.



**About the NBC** – The NBC is a Shared Services Provider, offering world class business management systems and services to Federal agencies including Finance systems and services, Human Resources and Payroll services, Training services, Acquisition services, Appraisal services, Aviation Management services,



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Information Technology services, Executive Coaching services as well as Administrative Support services to include Drug and Alcohol Testing. For additional information about the NBC please visit, <http://www.nbc.gov>.

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