

The Bus Stops Here!



PARKING & TRANSPORTATION NEWS

WE WIN AGAIN!

PATS has won the prestigious Piñon Recognition award for the second time running! Last week, PATS Director, Clovis Acosta accepted the award from Quality New Mexico for demonstrating a strong and deeply-embedded commitment to excellent customer service and continual organization improvement.

The award is based on the utilization of the National Baldrige Criteria for Performance Excellence and is administered and reviewed by Quality New Mexico, the statewide extension of the national Baldrige program. Baldrige Criteria for Performance Excellence training includes:

- Leadership
- Strategic Planning
- Customer and Market Focus
- Measurement, Analysis, and Knowledge Management
- Human Resource Focus
- Process Management
- Results

PATS Director, Clovis Acosta (below, left) said “Participating in Quality New Mexico is an opportunity to review our PATS’ processes, develop ways to improve our services for our customers, and build a stronger, more responsive and innovative organization.”

This is the second time that PATS has won this award and it represents the first stage in a path that leads ultimately to national recognition. The next step for PATS is to achieve the Roadrunner Recognition award.

Clovis Acosta continued “At PATS, providing access to the University for students, faculty, staff, and visitors is our mission and our participation in Quality New Mexico helps us achieve our mission in ways that are more efficient and focus on the needs of our customers.”

Encouraged by our success, PATS is now even more committed to the aims and aspirations of Quality New Mexico.



Ideas? Information? Talk to us: bkilburn@parking.unm.edu

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