



Sonny Perdue  
GOVERNOR

Department of  
Administrative Services  
*Customer Focused, Performance Driven*

Brad Douglas  
COMMISSIONER

## \*\*\*MEDIA ALERT\*\*\*

**For Immediate Release**

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### **DOAS to Receive Governor's Award for Top-Notch Leadership and Process Improvement**

- WHO:** Governor Sonny Perdue, Commissioner Brad Douglas, and select members of the Department of Administrative Services (DOAS) eQuote team
- WHAT:** Governor's Commendations for Excellence in Customer Service
- WHERE:** Floyd Room (20<sup>th</sup> floor – Sloppy Floyd Building, West Tower)
- WHEN:** Thursday, January 29, 2009 at 9 a.m.

In a special, limited attendance ceremony, select members of DOAS will be honored with the Governor's Commendation for Excellence in Customer Service this week. First is DOAS Commissioner Brad Douglas, who will receive the Outstanding Customer Service Leadership Award, for enacting organizational changes that resulted in an unprecedented double in annual customer satisfaction ratings agency-wide, among other firsts. Meanwhile, the eQuote Team will receive the Outstanding Process Improvement Award, for the effective rollout of a program which has both put Georgia above other states in the statewide utilization of electronic sourcing tools, and has saved the State more than \$14.9 million to date. Both cases are recognition for above-the-bar service and are demonstrative of DOAS' enduring commitment to enacting the Governor's plans for a new Georgia.

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