

COMMUNICATOR

Winter/Spring



IBM

CSS/IBM Information Network Named Best Solution Team

The Communication Systems Services/IBM Information Network (CSS/IIN) has been cited as best solution team in the 1990 IBM US Market-Driven Quality competition.

Awards were given for best site and software laboratory. In addition to best solution team, citations were made for best plant, hardware laboratory, technology team, support team, and marketing and services area.

The objective of the awards program is to promote self-assessment, self-improvement and con-

tinuing self-improvement.

The award process, based on the Malcolm Baldrige National Quality Awards criteria, evaluated entrants in seven categories: leadership, information and analysis, strategic market-driven quality planning, human resource utilization, leadership of products and services, market-driven quality results, and customer satisfaction.

The IBM US Self-Assessment and Market-Driven Quality Award competition began in 1989 as an IBM US internal awards program, with plans to continue annually.

Commenting on the award, Syd N. Heaton, General Manager, Communication Systems Services and IBM Information Network, said, "Customers look to IBM for fully-integrated solutions. The CSS/IBM Information Network strives to provide customers with a high standard of excellence in networking and business-to-business communications services. This recognition marks the first step in our continuing journey to provide world-class solutions to our customers' networking needs."

