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National Express LLC Awarded 2015 Bronze Award for “Commitment to Excellence” from Illinois Performance Excellence

Peoria, Ill. – December 14, 2015 – Illinois Performance Excellence announces National Express LLC of Warrenville, IL is a recipient of the 2015 Bronze Award for “Commitment to Excellence” for demonstrating that senior leaders’ actions guide and sustain the organization, and, the use of systematic approaches to improve key work processes.

I am very proud of what we have accomplished at National Express with our focus on our value of excellence. It is this dedication to excellence that is being recognized by our receipt of the 2015 Illinois Performance Excellence Center (ILPEX) Bronze Award for Commitment to Excellence,” said David A. Duke, CEO of National Express. “The award acknowledges our strength as an organization that learns and continues to improve daily. It also pleases me that we are being recognized for living out our core values of safety, customers, people, community and excellence as these values are imbedded in all that we do.

Recipients of the ILPEX Bronze Award go to those organizations which have demonstrated earnest efforts to adopt and apply continuous improvement principles, following the Baldrige Criteria for Performance Excellence.

Durham School Services, Stock Transportation, Petermann Bus and National Express Transit Corporation, make up National Express LLC, headquartered in Warrenville, Ill. As a leader in transit and student transportation, National Express is committed to exceptional safety, outstanding customer service and positive employee relations. Our North American companies operate more than 21,000 buses and serve 550 customers in 32 states and four provinces.

“Congratulations to National Express and its employees for their commitment to excellence,” said Dave Boulay, Executive Director of Illinois Performance Excellence. “They truly understand what it takes to be an organization focused on the dedication and hard work required to achieve excellence. No doubt their efforts will pay dividends for years to come.”

The 2015 Board of Examiners – comprised of 68 experts in business, education, health care and government – spent more than 2,000 hours assessing each applicant in seven categories: leadership; strategic planning; customer focus; measurement, analysis and knowledge management; workforce focus; operations focus; and results. The ILPEX Panel of Judges is responsible for validating the integrity of the ILPEX award process and determining recognition levels for each applicant. The panel is composed of experts selected from all industry sectors and represents various geographic areas of the state of Illinois.

Since 1994, there have been 260 applicants, approximately 1,500 examiners, representing nearly 150,000 hours of work, equivalent to appropriately 72 man-years of work and \$10 million



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in time --- all to provide improvement feedback to make Illinois organizations more competitive, ultimately saving jobs, improving communities and the lives of Illinois citizens. ILPEX delivers services through an annual evaluation process, training, self-assessments, conferences, seminars, webinars and direct partnering with individuals and organizations.

For more information on how your organization can benefit from services provided by Illinois Performance Excellence, visit www.ilpex.org, or call 888-806-4632.

For more information on the Baldrige Performance Excellence Program, visit www.nist.gov/baldrige/.

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ILPEX was founded in 1994 to nurture, develop and highlight excellence by bringing individuals and organizations together, to learn from each other, to share best practices for organizational change and process improvement.

IMEC was established in 1996 to improve the productivity and competitiveness of Illinois' small and mid-sized manufacturing firms. IMEC links long-term plans and related goals with on-site implementation services by identifying performance gaps, solving these gaps, and building a culture to support sustained improvements.

TOGETHER WE CAN *Achieve Excellence*

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