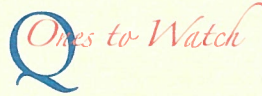


# SPQA

United States Senate Productivity and Quality Award  
for Virginia and the District of Columbia



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September 12, 2018

Dear Ginger Caskey:

As Honorary Chairmen of the U.S. Senate Productivity and Quality Award (SPQA) we would like to congratulate you on completing the Ones to Watch Discovery initiative.

In 2017-18, your company, J.R. Caskey, Inc. was one of six small businesses in the Commonwealth who participated in this United States Senate Productivity and Quality Award (SPQA) initiative. In partnership with the Commonwealth of Virginia, the SPQA Ones to Watch (OTW) initiative operates with the general oversight and resource support of a state advisory committee under the leadership of the Virginia Department of Small Business and Supplier Diversity. The OTW Discovery initiative is designed to help Virginia businesses implement strategies to improve financial results, generate customer loyalty, create jobs, improve operational effectiveness, and engage their workforce.

Notable was the time you dedicated to completing the Discovery training, reviewing the self-assessment feedback, and implementing your personalized performance improvement plan, with the guidance and support of your respective mentors, Donna Douglas and Mary Redd-Clary. We hope you continue to use the OTW Discovery Criteria for Performance Excellence, which are based on the *Baldrige Excellence Framework*.

Again, we commend your efforts to complete all components of the SPQA OTW Discovery initiative. We are confident you will continue your steadfast focus on performance excellence as you grow and remain a viable economic component within the Commonwealth of Virginia.

Handwritten signature of Mark R. Warner in blue ink.

Mark R. Warner  
United States Senate

Handwritten signature of Tim Kaine in blue ink.

Tim Kaine  
United States Senate