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**January 4, 2010**

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## **Airport Authority to Receive Performance Excellence Award**

NASHVILLE, Tenn. — The Metropolitan Nashville Airport Authority has been named a 2009 Commitment Award winner in the annual Excellence in Tennessee recognition program administered by the Tennessee Center for Performance Excellence (TNCPE). The award will be presented during the 17<sup>th</sup> Annual Excellence in Tennessee Awards Banquet on Feb. 24, 2010, at the Franklin Marriott Cool Springs.

The Metropolitan Nashville Airport Authority is responsible for planning, construction, operation and management of Nashville International and John C. Tune Airports.

“The Airport Authority is dedicated to providing the Nashville Airports Experience through exemplary customer service and premier facilities,” MNAA President and CEO Raul Regalado said. “As an organization, we are improving our processes and customer focus through performance excellence initiatives and are honored to be recognized again by the TNCPE for these efforts.”

Through an annual evaluation and assessment process, TNCPE recognizes organizations that have achieved the highest standards of excellence in their operations and results. The program uses the *Criteria for Performance Excellence* established by the Baldrige National Quality Program as the evaluation tool.

Awards are presented in four categories: Interest Recognition (the beginning level), Commitment, Achievement, and the highest level – the Excellence Award.

“In the most difficult economic environment in more than 75 years, it’s the organizations that build and maintain excellent systems and procedures that endure,” said TNCPE President and CEO Katie Rawls. “All winners of 2009 TNCPE Awards are putting those types of systems into place, and will thrive well into the future as a result.”

Since TNCPE was created in 1993, more than 1,050 organizations have progressed through one or more levels of achievement. A Board of Examiners made up of 145 experts in business, education, health care and government assessed this year’s applicants in seven categories: leadership; strategic planning; customer focus; measurement, analysis and knowledge management; workforce focus; process management; and results.

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The Metropolitan Nashville Airport Authority (MNAA) was established in 1970, and owns and operates the Nashville International Airport (BNA) and John C. Tune Airport (JWN). For more information, please visit [www.flynashville.com](http://www.flynashville.com).

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