



An Independent Licensee of the Blue Cross and Blue Shield Association

Arkansas Blue Cross Blue Shield picks Encore Consulting Services to prepare the Public Programs function for ISO9000 compliance.

Arkansas Blue Cross Blue Shield: www.arkbluecross.com

Encore Consulting Services, Inc. has been awarded a contract by the Public Programs function of Arkansas Blue Cross Blue Shield ("ABCBS") to prepare the several processes used by the organization for ISO9000 certification. Encore's senior ISO9000 consultants will follow a tailored and proven approach to analyze and prepare the functions for a comprehensive ISO9000 audit. The project is headed by Encore's published expert in total quality and ISO9000 compliance, Dr. Manu Vora of the Illinois Institute of Technology.

ABCBS has requested the delivery of this process to validate that the processes are of a high state of excellence so that the organization is able to deliver superior customer service to its many interstate claims originators and service providers. The ABCBS Public Programs organization prides itself in delivering excellent customer service and its pursuit of ISO9000 certification in this area underscores that commitment.

According to the senior management at ABCBS, the purpose of this ISO9000 initiative is to ensure that established procedures are up-to-date and being followed in accordance with an on-going effort by ABCBS to deliver quality service to its customers. ABCBS enjoys a reputation as a very well established and very well managed IT organization. According to Mr. Charles G. Clem and Ms. Reggie Favors, both Vice Presidents of Public Programs, the organization owes a top-quality service to its thousands of clients.

About Encore Consulting Services: www.encoreconsulting.com

Encore Consulting Services, Inc. is based in Chicago, IL and is a full-service IT consulting company that provides project management training, e-commerce strategy, business process improvement, software development, legacy system re-engineering, and web application development to primarily Fortune 100 and 500 clients. Most of Encore's work is performed under fixed-price contracts or under time-and-material contracts structured with firm deliverables and financial boundaries. Encore applies its *PMTech* disciplines as part of its Risk Managed Services (RMS) Model to deliver results.