



*Mpower* Business Guides is the proud recipient of the  
**2003 Certificate of Merit**  
Service Sector (Small)  
from the  
**Guelph Quality Awards**

Walk the talk. That's what Carmen and Allan MacKenzie of Mpower Business Guides do. Since 2000 they have been preparing and refining their own business processes to meet the very high standards of the Guelph Quality Awards. And now they have done it! They have been recognized for the quality of their business practices, a quality standard that benefits both their clients and their own business growth.

*Mpower* specializes in helping other businesses to create sustainable, productive and quality driven environments that *"transform excellent potential into unlimited possibilities"*, says Allan MacKenzie. *"We teach our clients about quality, so it only makes sense that we would be anxious to put our own quality standards to the test!"*

The Guelph Quality Awards are fully adjudicated by the American Society for Quality. Their exacting set of criteria measures company practices and performance and recognizes the outstanding contributions made in the improvement of quality. *"We recognize that quality is a journey, not a destination"* says the GQA.

*"We see our 'Quality Journey' as being an inspiration to ourselves, our community and our clients"* says Carmen MacKenzie, *"it is such a valuable process that we want to encourage other small businesses to begin and nurture their own 'Quality Journey'."*

