



10/22/02

## IN BRIEF

### **Pitney Bowes receives award**

**STAMFORD** — Pitney Bowes has received the Connecticut Quality Improvement Award silver innovation prize for enabling an electronic bill presentment and payment solution for its "Postage by Phone" meter resetting service.

Developed by Pitney Bowes docSense, Digital Document Delivery is a software solution that enables Postage by Phone meter resetting service to convert over one million paper-based customer statements and bills into an electronic format for delivery over the Internet. The initiative saves Pitney Bowes nearly \$1 million per year in paper, postage, customer service, and processing fees.

The not-for-profit CQIA Partnership is a growing group of active business people, educators, health care executives and government officials concerned with improving the economic vitality of Connecticut. The three levels of CQIA awards — CQIA Innovation Prize, CT Breakthrough Quality Award, and CT Leadership Award — prepare organizations from Connecticut to compete for the prestigious Malcolm Baldrige National Quality Award for Performance Excellence.