



**For immediate release
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EMSI Manager Certified by Board of the American Society for Quality

The Certification Board of the American Society for Quality recently notified Lisa Guzman, R.N., EMSI's Manager of Quality and Performance Excellence, Exam Division Field Operations, that she reached an important level of professional recognition.

Lisa passed a difficult exam and the Society now records her as a Certified Quality Improvement Associate.

This recognition of Lisa's knowledge and expertise by the primary group in national and international Quality leadership adds to the professional level of our staff who work every day to improve Quality products and services for the benefit of our customers.

Lisa has had a long career with EMSI. She develops standards and training, does medical risk assessments, and functions as our Audit Manager. Lisa is currently preparing for her Quality Auditor Certification.

Congratulations to Lisa.

Other members of EMSI's Quality team are working toward certifications or otherwise increasing their knowledge of business improvement methods in order to better serve our customers.

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Examination Management Services Inc. (EMSI) is the leading medical and data information services provider with a 30-year history. EMSI offers a broad range of risk management services to the insurance and business communities through six centralized call centers and a nationwide network with more than 230 branch offices, encompassing a service area that includes 15,000+ cities in the continental U.S., Hawaii, Alaska, Guam and Puerto Rico, in addition to remote outlying areas

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