

## ***Process Improvement***

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If you have any process improvement suggestions to the requirements in this manual, please submit your suggestions to:

WSDOT Aviation Division  
State Airport Manager  
18204 59th Drive NE, Suite B  
Arlington, WA 98223-8701  
[aviation@wsdot.wa.gov](mailto:aviation@wsdot.wa.gov)

Please include the following information with your suggestion:

1. Your name, organization, work address, and telephone number.
2. Your suggestion for improvement.
3. The reason for the suggestion.

We may contact you to be sure we understand clearly what your suggestion is. You may be asked to participate in the validation process.

We will use quality improvement tools to identify, test, and validate your proposed process change. We will keep you informed on the progress and the final outcome.

Thank you for taking the time to share opportunities to improve how we work.

