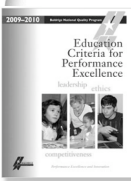


**For Big Picture Leaders Only:
Ideas for
Performance Excellence**

*Focus, align, and accelerate
your performance
excellence efforts using the
Baldrige Criteria for
Performance Excellence*



Paul Grizzell
Mary Ann Nelson
MASA/MASE Spring Conference
March 18, 2010

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Presentation Overview

- Why consider Baldrige process?
- Components of Baldrige criteria
- Next steps
- Questions and Answers

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Why would I want
to embark on a
Baldrige journey?

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Where Do You Start?

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Focusing Energy & Resources

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What is Baldrige?

Baldrige is an outcome-focused, validated management model based on the characteristics of high-performing organizations.

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What value does Baldrige bring?

- A framework for improvement without being prescriptive
- Focus on organization-specific requirements and alignment with procedures, tools, or techniques
- Leading edge of validated management practices
- Supports a systems perspective to maintain organization-wide goal alignment
- Focus on organizational performance results

Student Learning Outcomes	Customer-Focused Outcomes	Budgetary, Financial, and Market Outcomes
Workforce-Focused Outcomes	Process Effectiveness Outcomes	Leadership Outcomes

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How do organizations use Baldrige?

- National Baldrige application
50-page application
Three stage process
- State and local award programs
Quality and capability vary
Ease of entry into process
- Internal management system
Focused internal effort

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Let's get into the details of the Baldrige criteria

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History of the Baldrige program

- Baldrige established by Congress within the Department of Commerce (1987)
- Baldrige expanded to education and health care (1998)
- Baldrige expanded to nonprofit (2006)
- Currently six segments: Manufacturing, Service, Small Business, Health Care, Education, and Non-Profit

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Baldrige Criteria Application Components

linkage and alignment across your organization

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The Baldrige Framework


Visionary Leadership	Learning-Centered Education	Organizational & Personal Learning	Valuing EE's & Partners	Social Responsibility
Focus on the Future	Managing for Innovation	Management by Fact	Agility	Focus on Results and Creating Value
				Systems Perspective

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Why Baldrige?

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How can I learn more?

- ▼ Baldrige recipient applications on website:
http://www.quality.nist.gov/Contacts_Profiles.htm
- ▼ MN Council for Quality
<http://www.councilforquality.com/>
MN Council for Quality Award event – May 18, 2010
- ▼ Other websites:
www.corevaluespartners.com
www.baldrige.com
- ▼ Ask Mary Ann and Paul!

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Keys to Baldrige success

- Senior leader commitment from the top down
- The growing realization that “it’s not about the award...”
- Increased focus on *process management* that drives *improved outcomes*
- A continuous improvement mindset

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Summary

- Baldrige is a roadmap to excellence that that helps provide alignment
- Leadership must drive and support the overall performance excellence strategy
- Effective alignment of your improvement efforts will lead to better outcomes
- Your district is already on an Baldrige path - and Baldrige can help *focus, align, and accelerate* your performance excellence efforts

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What does Baldrige do?

Baldrige helps us *formalize the informal.*

Frank Sardone
President and CEO
Bronson Healthcare Group

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What are we working toward?



"Perfection is unattainable, but if we chase perfection, we can catch Excellence."
Vince Lombardi

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Thank you for your interest in Baldrige!



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