

The Foundation for the Malcolm Baldrige National Quality Award



“The award that bears his name reflects the virtues that he brought to public service and how he lived in his private life, a commitment to excellence, shrewd judgment and sound judgment, principled leadership, integrity, and a sense of responsibility.”

George W. Bush
President of the United States
March 7, 2002



Opening Remarks/Agenda

Introduction	Al Faber, President & CEO, Baldrige Foundation
Beyond Feedback	George Taylor, President & Managing Partner
Questions	Audience
Foundation Update	Al Faber, President & CEO, Baldrige Foundation
Baldrige Performance Excellence Program Update	Bob Fangmeyer, Director, BPEP
Alliance for Performance Excellence Update	Brian Lassiter, Chair, Alliance Board of Directors
Closing Remarks	Al Faber

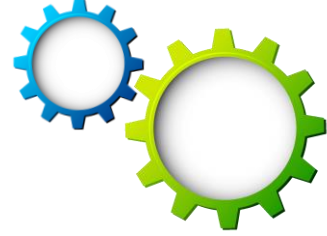


Baldrige-Aligned Employee Engagement Survey Process



George Taylor
President & Managing Partner

Beyond Feedback



Beyond Feedback Background

Mission

We deliver actionable insights directly from our clients' most important stakeholders that enable continuous improvement of our clients' strategy and business operations.

Vision

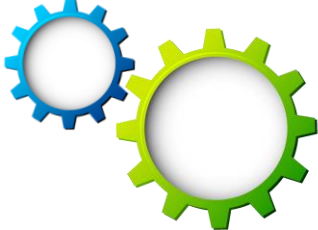
Our vision is to be the most recommended stakeholder insights provider with the highest client retention rate in the U.S.

Values

We value: Honesty, Integrity, Servant Leadership, Perseverance, Teamwork, Excellence, Stewardship, Humility, Data-Driven Decision-Making, and Innovation.

Partnered with:





Visionaries and Innovators



2010 / 2015 / ????

Early adopters and refiners



inspired by life

2015



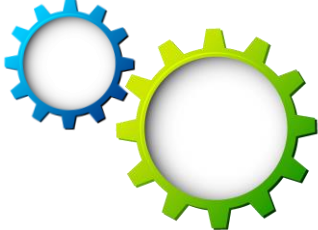
2010



The Charter School of
SAN DIEGO

2015

Baldrige-Aligned Employee Engagement



Survey



Reporting

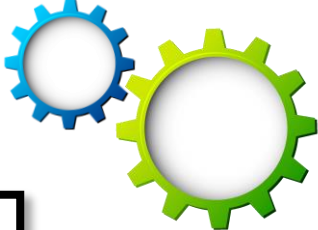


Process



- Customized
- Aligned to Baldrige
- Actionable

Step 1: Select EKR



Baldrige-Aligned Employee Satisfaction & Engagement Survey

% of survey completed
0%

Step 1: Select Your Employee Key Requirements

Q1 2016 Company Score: 85%
Your Q1 2016 Score: %

Below is the list of Employee Key Requirements.

Please select the key requirements that are most important to your Employee Satisfaction & Engagement.

During the next step, you'll have the opportunity to identify the importance of each.

- Advancement opportunities and growth within my position
- Appropriate amount of work and time away from work for my position
- Clear, effective, candid, two-way communication
- Competitive benefits
- Competitive salary for my position
- Continuous learning, training and development
- Input into decision making
- Leaders and coworkers whose actions align with our Values and Culture
- Meaningful, challenging and satisfying job assignment(s)
- Organizational sustainability and growth
- Relationship with my coworkers, supervisor, manager, and senior leaders
- Rewards and recognition
- Safe, comfortable work environment
- The right tools and support to do my job

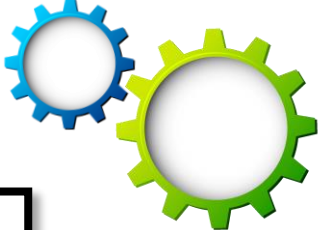
Current number checked: 0

The items that you do not check, while important, are not key to your Employee Satisfaction & Engagement.

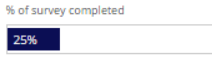
Please list any additional Employee Key Requirements for consideration in future survey cycles.

Additional Employee Key Requirements

Step 2: Weigh EKR



Baldrige-Aligned Employee Satisfaction & Engagement Survey



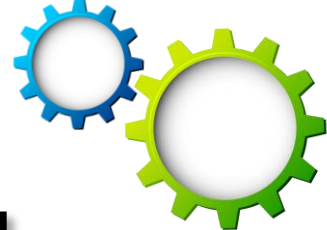
Step 2: Weight Your Employee Key Requirements

Q1 2016 Company Score: 85%
Your Q1 2016 Score: %

Please assign a weight to your Employee Key Requirements by identifying what percentage of your Employee Satisfaction & Engagement is determined by each.

	Weight (1-100)
Appropriate amount of work and time away from work for my position	<input type="text" value="25"/> %
Clear, effective, candid, two-way communication	<input type="text" value="20"/> %
Continuous learning, training and development	<input type="text" value="10"/> %
Leaders and coworkers whose actions align with our Values and Culture	<input type="text" value="5"/> %
Relationship with my coworkers, supervisor, manager, and senior leaders	<input type="text" value="30"/> %
Safe, comfortable work environment	<input type="text" value="10"/> %

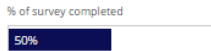
Weight Total: 100%



Step 3: Score and Comment on EKR



Baldrige-Aligned Employee Satisfaction & Engagement Survey



Step 3: Score Your Employee Key Requirements

Q1 2016 Company Score: 85%
Your Q1 2016 Score: %
Your Current Score: 91.65%

Please tell us how well the organization is meeting each of your Key Requirements.

Please adjust the slider to select your score

Appropriate amount of work and time away from work for my position | Weight: 25%



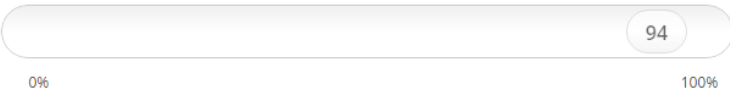
Working in a high stress position time away is important. With the current point system it is very difficult to get that time away unless you plan it in advance. We need more vacation time. 3 weeks after 5 years cannot be a good standard. I would suggest giving developers

Clear, effective, candid, two-way communication | Weight: 20%



While there seems to be really good two way communication it seems that our ability to broaden that to the necessary audience is stifled by something; this renders some of the communication pretty ineffective. I am unsure if it is the meeting policy 'keeping costs

Continuous learning, training and development | Weight: 10%

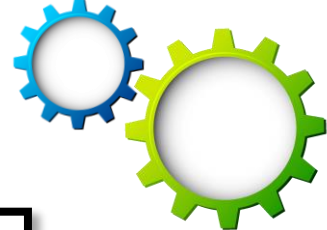


If we offered monthly, annual, or even bi-annual training refreshers would be nice. Beyond that, it would be nice to have training videos, or some sort of in-person training with some of our reloading equipment to better answer questions.

Leaders and coworkers whose actions align with our Values and Culture | Weight: 5%



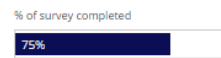
Leaders: I continue to be amazed with how well our Leaders align with our Values and Culture. As you get to know each of them, it's obvious how they exemplify our expectations as role-models. It's one of the very reasons I trust and respect this Company so much. My



Step 4: Provide Overall Comments



Baldrige-Aligned Employee Satisfaction & Engagement Survey



Step 4: Overall Comments

Q1 2016 Company Score: 85%
Your Q1 2016 Score: %
Your Current Score: 91.65%

Please list anything else we can do to continue to make this organization a great place to work.

Foster a positive attitude when working with Information Systems personnel. As a primary agent of change in the business, IS employees are continually catching blind spots and applying their deep systems perspective to make that change successful. When too much focus is put on the few mistakes that occur and not enough is placed on the many things that go right, it can make

We seem to have a chronic problem with being understaffed. I understand not wanting to be overstaffed but this happens so often and for so long it appears to be a performance problem.

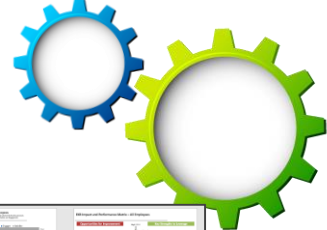
Opportunity for improvement #3



Previous Submit

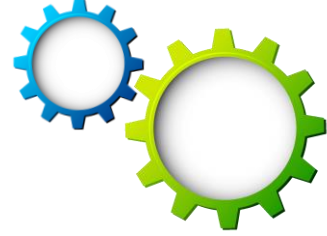
Save and continue later

powered by: Beyond Feedback



Analysis & Reporting Tools

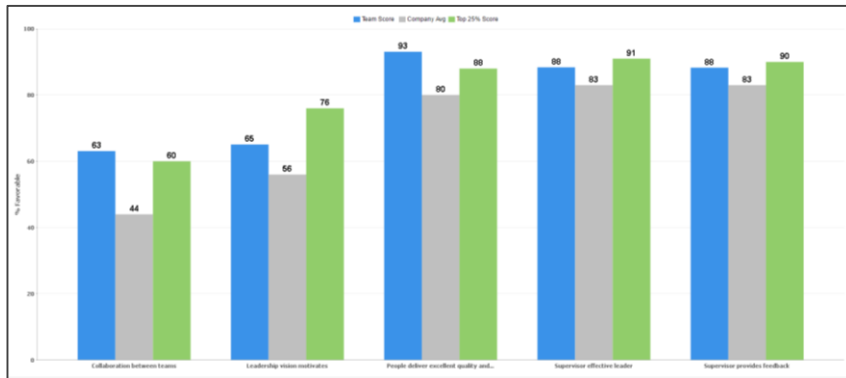




Benchmarking and Normative Data

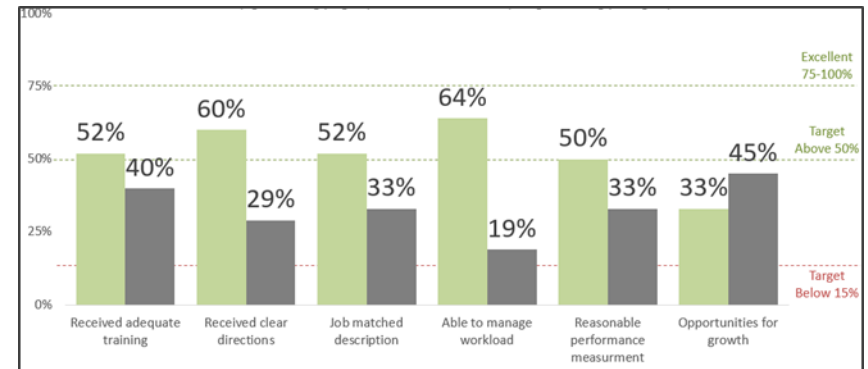
Internal

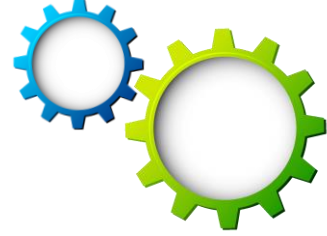
- Most valuable source – perfect match
- Workplace environment
- Comparisons within organization
- Define comparison groups
 - Top/bottom engagement scores
 - Top/bottom manager ratings



External

- Beyond Feedback database (MBNQA)
- Panel study of employees from peer group fielded in parallel with your engagement survey





Action Planning at All Levels

Employee Focus Group Sessions



Manager Interactive Planning Workshops



Leadership Action Planning Facilitation



WORKFORCE INSIGHT SERVICES

CUSTOMER INSIGHT SERVICES

EMPLOYEE ENGAGEMENT SURVEYS



NEW HIRE SURVEYS



EXIT/STAY INTERVIEWS



MANAGER 360° REVIEWS



CUSTOMER LOYALTY AND SATISFACTION SURVEYS



CUSTOMER POST-TRANSACTION SURVEYS

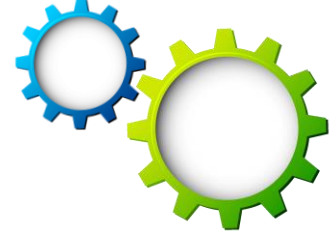


CUSTOMER 1:1 INTERVIEWS



CUSTOMER FOCUS GROUPS

Want to Learn More...



www.baldrigealigned.com

George Taylor
(480) 757-6306

george.taylor@beyondfeedback.com



Four Strategic Imperatives-

ORGANIZATIONAL ALIGNMENT: STRATEGY – BUDGET – ACCOUNTABILITY

ADVOCACY

Priority #1. Restore BPEP in the Federal Budget and the President's Agenda.

Priority #2. Develop Strategic Alliances. Congress; Departments of: Education; Defense; Health and Human Services; Veterans Affairs; Small Business Administration; and others like ACHE, CHIME

Priority #3. Build Grass Roots Support including State Programs.

FUNDRAISING

Message

Bold, Dynamic, Inspirational Message
Build and Grow Constituency
Strategic Communications (Internal/External)
Media Relations – Print, TV, Radio, Internet
Announcements Online & Print Advertising
Leverage Social Media

Fundraising

Small Donations, Major Gifts, Planned Giving
Combined Federal Campaign with State Programs, Business Partnerships



BOARD DEVELOPMENT

Working Board – Trustee Board
Embrace the Mission and Work as a "Team"
Contribute financially and seek support
Make connections and offer expertise
Represent the organization

FOUNDATION OPERATIONS

Baldrige-Based using the Framework
Customer Focused/Driven in Everything We Do
Stewardship Beyond Reproach
Continuously Improving
Adding Value to the Enterprise



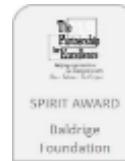
"Ensure the long-term financial growth and viability of the Baldrige Performance Excellence Program..."



...and to support organizational performance excellence in the United States and throughout the world"



"America's Most Influential Leaders – Supporting the Nation's Quality Awards Program."



Baldrige-Based, Leads by Example: "Confident, Deliberate, Process Driven, Accountable"



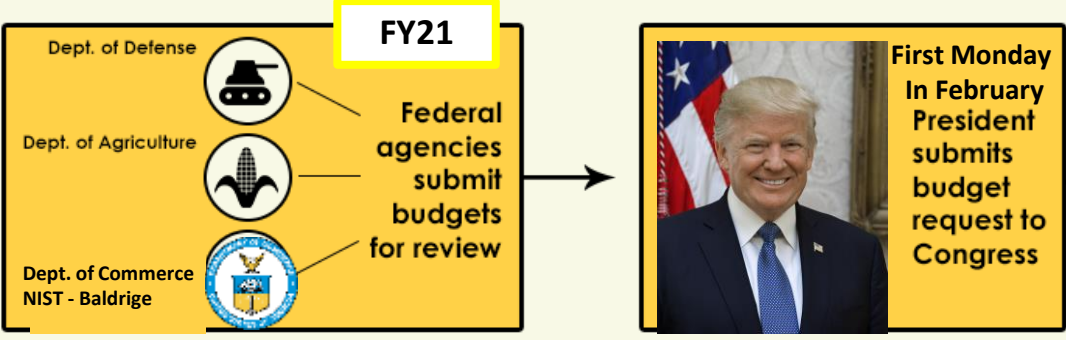
"To be recognized around the world as the premier foundation for the promotion of performance excellence in all sectors of the economy."

We will inspire organizations to achieve excellence in all they do with pride and societal responsibility. Together with our stakeholders we will create value through research and deployment of the latest cutting-edge management practices. We will focus on the future and manage for agility, innovation and creativity. Our Baldrige-based role-model performance will result in the Foundation's endowment exceeding \$135 million by 2050.

(Photos courtesy of MBNQA Recipients)

The Annual Federal Budget Process

FY19
 FY20
 FY21



PRESIDENT'S FY 2020 BUDGET REQUEST TO CONGRESS
 FOR THE NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY

Baldrige Performance Excellence Program

The Baldrige Performance Excellence Program assesses the nation's only Presidential award for performance excellence while offering criteria, assessments, tools, training and a community for those dedicated to helping organizations improve. In addition to traditional awards in manufacturing, health care, education and nonprofit sectors, the program has introduced the Baldrige Cybersecurity Excellence Award to recognize the contributions of Excellence in research to promote adoption of best practices in cybersecurity and across entire communities.

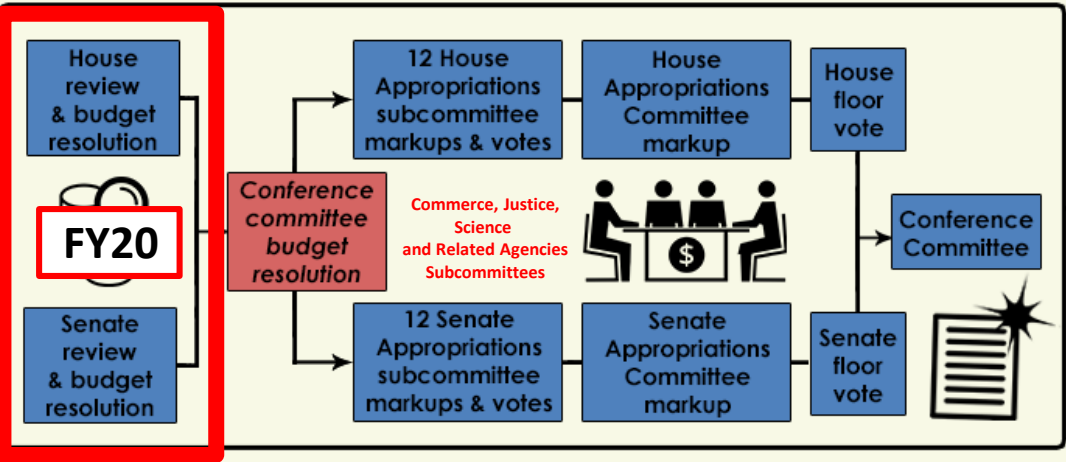
Budget Request

FY 2018 Directed	\$2.2 million
FY 2019 Directed	\$2.2 million
FY 2020 Request	\$2.2 million (0%)

no program change in FY 2020.

Program Highlights

- The program directly impacts thousands of operations every year through the use of the Baldrige Network, participation in the award process, and other forms of collaboration and knowledge sharing.
- Health-care organizations that adopt the Baldrige model demonstrate improved clinical outcomes, patient experience, patient safety and lower cost of care.
- Business executives better manage complex, global, multi-line businesses and engagement, customer satisfaction and engagement, and community support.



MARCH 2018

RULES COMMITTEE PRINT 115-66

TEXT OF THE HOUSE AMENDMENT TO THE SENATE AMENDMENT TO H.R. 1625

(Showing the text of the Consolidated Appropriations Act, 2018.)

In lieu of the matter proposed to be inserted by the Senate, insert the following:

SECTION 1. SHORT TITLE.

2 This Act may be cited as the "Consolidated Appropriations Act, 2018".

SEC. 2. TABLE OF CONTENTS.

Sec. 1. Short title.
 Sec. 2. Table of contents.
 Sec. 3. References.
 Sec. 4. Repeal of statement.
 Sec. 5. Statement of appropriations.
 Sec. 6. Availability of funds.
 Sec. 7. Adjustments to compensation.

DIVISION A—AGRICULTURE, RURAL DEVELOPMENT, FOOD AND DRUG ADMINISTRATION, AND RELATED AGENCIES APPROPRIATIONS ACT, 2018

TITLE I—Agricultural Programs

Title II—Farm Production and Conservation Programs

Title III—Rural Development Programs

Title IV—Domestic Food Programs

Title V—Foreign Assistance and Related Programs

Title VI—Related Agencies and Food and Drug Administration

Title VII—General Provisions

DIVISION B—COMMERCE, JUSTICE, SCIENCE, AND RELATED AGENCIES APPROPRIATIONS ACT, 2018

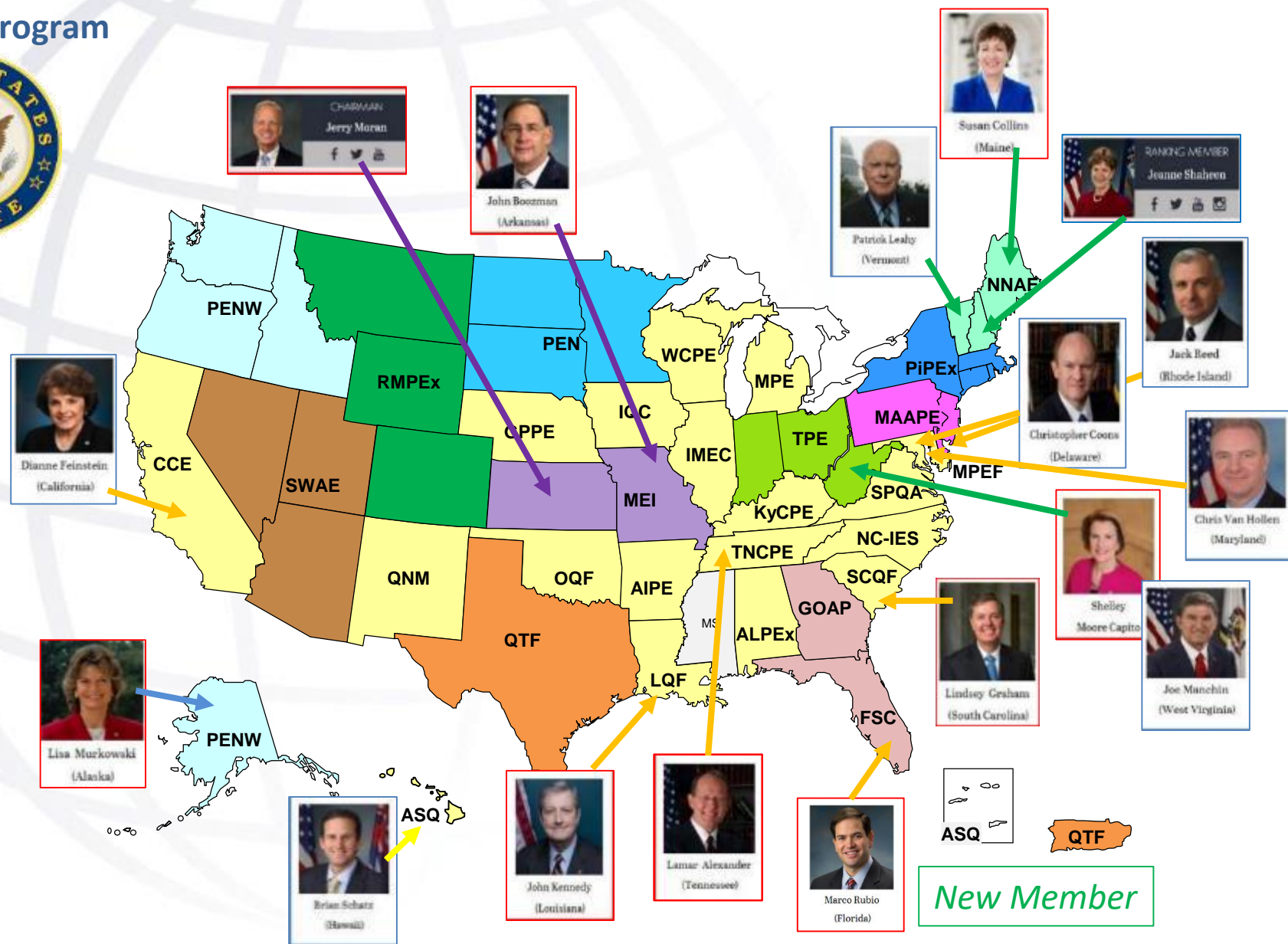
Title I—Department of Commerce

Title II—Department of Justice

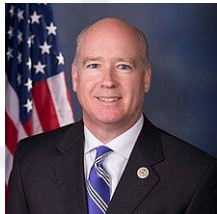
March 21, 2018 (8:09 p.m.)

US Senate Commerce, Justice, Science Subcommittee

By State Program



US House of Representatives Commerce, Justice, Science Subcommittee



Ranking Member
Robert Aderholt, (AL)
Martha Roby (AL)
Steven Palazzo (MS)
Tom Graves (GA)



Chair
Jose Serrano, (NY)
Matt Cartwright (PA)
Grace Meng (NY)
Brenda Lawrence (MI)
Charlie Crist (FL)
Ed Case (HI)
Marcy Kaptur (OH)

New Members


Re-engaging the President



“The award that bears his name reflects the virtues that he brought to public service and how he lived in his private life, a commitment to excellence, shrewd judgment and sound judgment, principled leadership, integrity, and a sense of responsibility.”

George W. Bush
President of the United States
March 7, 2002





The Foundation for the Malcolm Baldrige
National Quality Award

Baldrige Foundation
1717 Pennsylvania Ave, NW
Suite 1025
Washington, DC 20006
www.baldrigefoundation.org

Foundation Officers

President and CEO: Al Faber
Baldrige Foundation

Chair: P. George Benson, Ph.D.
President, College of Charleston - retired

Vice Chair: Kathryn K. Eggleston, Ph.D.
President, Richland College

Secretary: W. Paul Westfall
President - retired
PRO-TEC Coating Company

Treasurer: Frank W. Fuzco
Executive Director - retired
South Carolina State Government

Past Chair: Debbie J. Collard
Director, Program Management, Integration & Development - retired, Boeing

Foundation Directors

Diane Brockmeier RN, BSN, MBA
President and CEO
Mid-America Transplant

David R. Gifford, MD, MPH
Senior Vice President for Quality and Regulatory Affairs, AHCA/NCAI

Love E. Krae
Chair, Communities of Excellence 2026

The President
 The White House
 1600 Pennsylvania Avenue NW
 Washington, DC 20500

Dear Mr. President,

On behalf of the Baldrige community nationwide, we respectfully request the honor of your presence to recognize 40 recipients of the Malcolm Baldrige National Quality Award at the 30th Quest for Excellence Conference on April 8-11, 2018, in Baltimore, MD, or at your convenience in the White House this spring.


Thirty-three of the CEO's from national role-model organizations received the nation's highest honor for performance excellence during the Obama administration. However, President Obama was the first, and only, U.S. President since Ronald Reagan to not personally recognize award recipients during his tenure. It would be a lasting tribute to these organizations who represent thousands of employees from every sector of the economy for you to acknowledge their stellar achievements. Secretary Ross delivered an outstanding address at last year's awards ceremony, noting the Baldrige program's one billion dollar contribution to America's economy each year and congratulated the four 2016 recipients.

Established by Congress in 1987, the award is the highest honor bestowed by the President to U.S. organizations for performance excellence. The Baldrige program continues this legacy today and is making a true difference throughout the nation with an 820:1 return on investment as the National Institute for Standards and Technology (NIST).

This opportunity would provide inspiration to the thousands of organizations in health care, education, and government who are using the Baldrige Framework to strengthen the economy, increase the quality and access to health care, and improve education.

The Malcolm Baldrige National Quality Award is "your" award for winning and making America's highest honor for achievement by US organizations and the only Presidential seal. These award recipients are role-model organizations in the respect and admiration of us all.

Malcolm Baldrige National Quality Award recipients from the previous ten years' recipients, will continue to inspire organizations across the nation to strive for a people of excellence and selfless-service to our country.

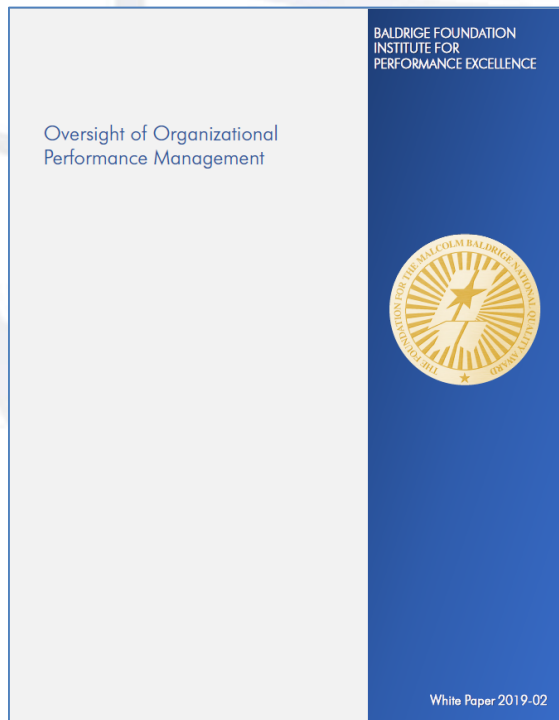
Respectfully,

 Al Faber
 President and CEO

www.baldrigefoundation.org

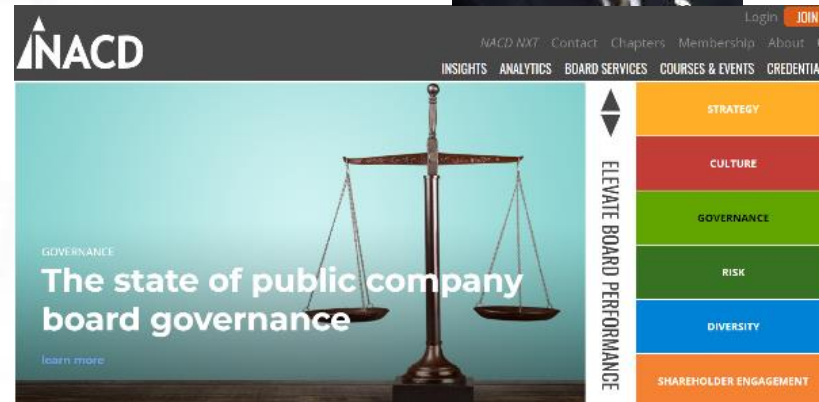
20

National Association of Corporate Directors (NACD)

- Several Conversations with Henry Stoeber, CMO at NACD
- Meeting with CEO and C-Suite Team on February 1st
- **NEXT STEP: Collaborate on Joint Opportunities – George Benson article and tool for Boards, White paper, etc...**



Peter Gleason
Chief Executive Officer



Supporting the Alliance

83%

***2019 Baldrige Fall Conference Set for Nashville – Save the Date...
October 24-25, 2019***



Fundraising

<https://smile.amazon.com/>

Welcome to **amazon smile**

You shop. Amazon gives.

- Amazon donates 0.5% of the price of your eligible AmazonSmile purchases to the charitable organization of your choice.
- AmazonSmile is the same Amazon you know. Same products, same prices, same service.
- Support your charitable organization by starting your shopping at smile.amazon.com

Sign in

Your email address or mobile phone number

Your Amazon password

Forgot your password?

Sign in using our secure server

New to Amazon? Create an account

Support the Foundation just by shopping at Amazon. Choose Baldrige Foundation as your charity and shop as usual. <http://ow.ly/Y1L1304sTHx>



BALDRIGE FOUNDATION

#SupportBaldrige

Do you shop on Amazon.com? Do you want to help SupportBaldrige? Now you can do both. AmazonSmile is a program in which Amazon pays a percentage of each qualifying purchase to a charity of your choice, including the Baldrige Foundation. Find out at smile.amazon.com. Log in with your regular Amazon account and password, then select the Baldrige Foundation as your charity of choice. That's it. Bookmark the AmazonSmile login for future logins, and you can help generate funds for the Baldrige Foundation every time you shop.

BALDRIGE - America's Best Investment

Who We Are | What We Do | Contribute | Get Involved | Resources | SEARCH

Shop at Amazon Smile to Support the Baldrige Foundation

How to Make the Foundation Your Amazon Smile Beneficiary...



It's easy to do. Watch the video for simple step-by-step instructions.

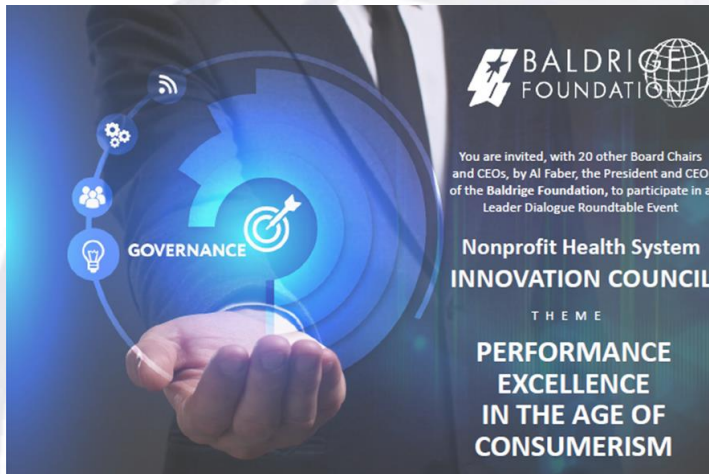
Instead of going to the main Amazon.com website, go to AmazonSmile.

On your first visit to AmazonSmile (smile.amazon.com), you are prompted to select a charitable organization from the list of eligible organizations. Scroll

Contribute

- Why Contribute
- Donate for the Growth of Baldrige
- Combined Federal Campaign
- Donate Through Amazon Smile
- Planned Giving
- Donate to the Dr. Curt Reimann Scholarship Fund
- Corporate Contributors
- Our Supporters

CEO Innovation Roundtable Events in 2019



BALDRIGE FOUNDATION

You are invited, with 20 other Board Chairs and CEOs, by Al Faber, the President and CEO of the Baldridge Foundation, to participate in a Leader Dialogue Roundtable Event

Nonprofit Health System INNOVATION COUNCIL

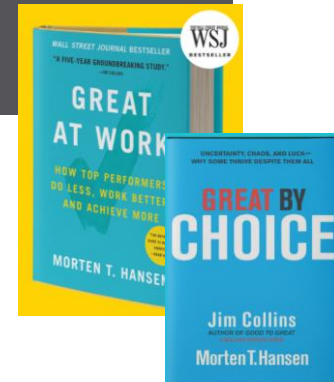
THEME

PERFORMANCE EXCELLENCE IN THE AGE OF CONSUMERISM

Tech
Mahindra

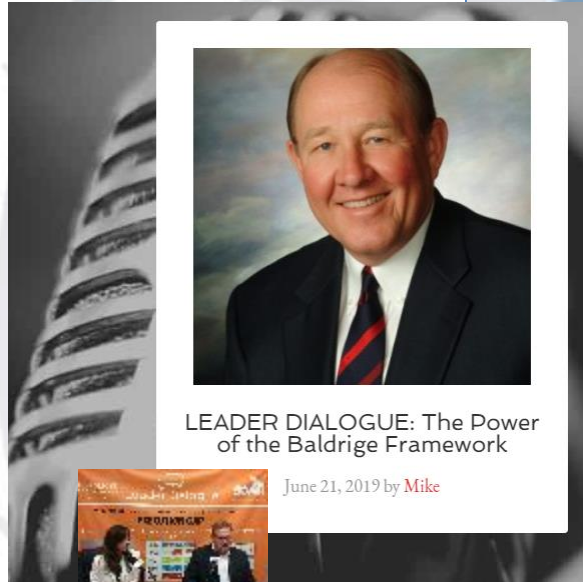


Morten T. Hansen is a management professor at University of California, Berkeley. He is the coauthor (with Jim Collins) of the New York Times bestseller *Great by Choice* and the author of the highly acclaimed *Collaboration* and *Great at Work*.



- **Non-Profit Health Care CEO/Board Chair Roundtable (June 6-7, Atlanta)**
- **Manufacturing CEO Innovation Roundtable October 15th**
- **Rural Health Care CEO Innovation Roundtable at UAB 6-7 Nov**

Foundation Radio Show & Leader Dialogue Website



LEADER DIALOGUE: The Power of the Baldrige Framework

June 21, 2019 by Mike



SAVE THE DATE

You are invited to participate in the

HEALTHCARE CEO INNOVATION COUNCIL

offered in collaboration with the Baldrige Foundation and the Wall Street Journal via the Tech-Mahindra *In the Future* symposium.

THEME

PERFORMANCE EXCELLENCE IN THE AGE OF CONSUMERISM

<http://businessradiox.com/our-studios/gwinnett-2/leader-dialogue/>

<https://leaderdialogue.com/why-baldrige/>



Strategize Organize Activate Recalibrate

Foundation Leadership Awards

The 2020 Foundation Awards Program Submission and Nomination Packet is available on the Foundation web site.



Harry S. Hertz Leadership Award

JOANN STERNKE

JoAnn Sternke is a senior director and coach with Studer Group, a 2010 Baldridge Award recipient, and previously was the superintendent of the Pewaukee School District, which she led to the Baldridge Award in 2013. She has served as a Baldridge examiner and senior examiner, led a team through Site Visit Review in 2017, and is now a member of the Baldridge Judges Panel.

"I am humbled to be the recipient of the Harry Hertz Leadership Award. I thank the Baldridge Foundation for considering me for this honor and for all of their diligent work to support the Baldridge Program."

It is difficult to read the Harry S. Hertz Leadership Core Value Attributes and NOT think of Dr. JoAnn Sternke. Since being exposed to the Baldridge Criteria in 2006, JoAnn has been the very model of a Hertz-Baldridge leader.

The Pewaukee School District began using the Education Criteria for Performance Excellence at the prompting of a school board member. They had been executing their strategic plan for a number of years, and while there were some improvements in performance, they were not seeing the results for which they had hoped.

Dr. Sternke was interested in the systems-level approach, tying the diverse of a single mission. She once described leader, not only being able to create and for them to apply that enthusiasm.

plex jargon, and multitude of questions, could not imagine it driving innovation. Baldridge however, the dichotomy is that more innovatively. She has recognized ship is to create a culture of innovation.

of the Baldridge Excellence Framework, e to help others transform the lives of dridge Excellence Framework and how it actor le in rk to have

BALDRIGE FOUNDATION

ALLYSON YOUNG, SPHR
HR and Brand Director

Congratulations on receiving the 2019 Baldridge Foundation Leadership Award!

We are proud of you and appreciate your 22 years of dedication to K&N Management!

K&N MANAGEMENT

- David Spong Lifetime Achievement Award
- Harry S. Hertz Leadership Award
- Baldridge Foundation Awards for Leadership Excellence:
 - Business (Manufacturing, Service, Small Business)
 - Non-Profit
 - Government
 - Health Care
 - Education
 - Cybersecurity
- Dr. Curt Reimann Baldridge Scholarship

Baldrige Program Update

NIST Search NIST Q NIST MENU

BALDRIGE PERFORMANCE EXCELLENCE PROGRAM

The Baldrige Program oversees the nation's only Presidential award for performance excellence while offering a wide array of award-winning products and services, including the world-renowned Baldrige Excellence Framework. We invite you to learn about the Baldrige community dedicated to helping organizations improve.

BALDRIGE
Performance Excellence Program

- How Baldrige Works +
- Self-Assessing +
- Products & Services +
- Publications +
- Conferences +
- Award Recipients +
- Baldrige Award +

CONNECT WITH US

BALDRIGE
(Im)Prove Your Performance™

Learn About Self-Assessing Your Organization Today!

BALDRIGE
CYBER
Baldrige Cybersecurity Initiative

Leadership Development
Become a Baldrige Fellow

BECOME A BALDRIGE EXAMINER
Become a Baldrige Examiner



Bob Fangmeyer
Director

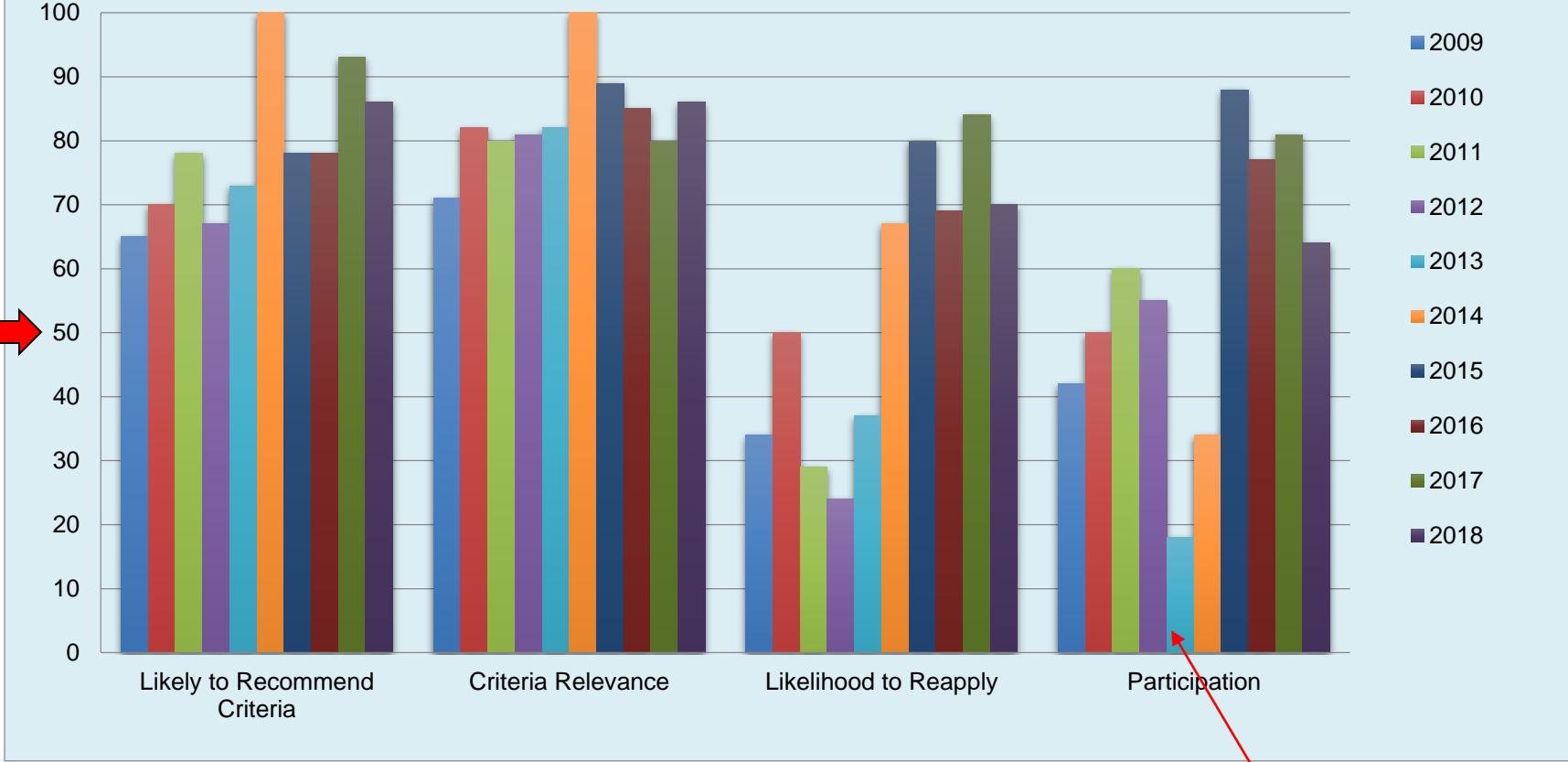
Baldrige Performance Excellence Program



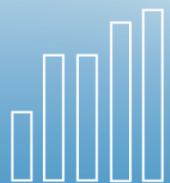
Current Program Priorities

- E&I of QE/Ceremony; exploring future venues
 - E&I of Examiner Training
 - 2019 Award Process management and oversight
 - 2019 Fellows Program
 - 2020 Case Study
 - Implementation of various mandatory web and IT system upgrades
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- Award Process Redesign
 - Cybersecurity
 - Communities of Excellence - 5 year plan
 - Enterprise-wide examiner development initiative
 - Workforce Development Excellence initiative
 - Global Excellence Council

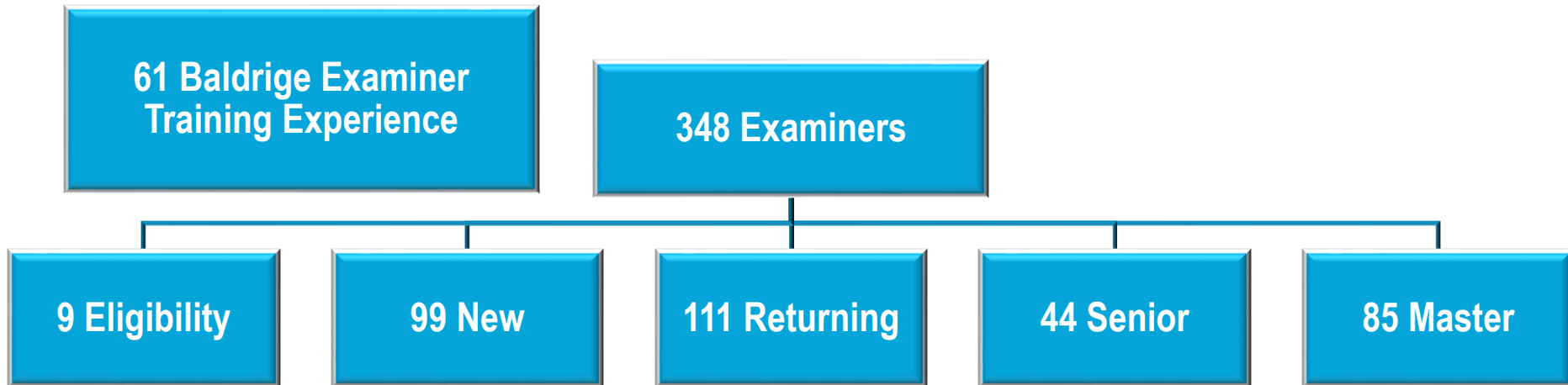
BPEP NPS Scores



Doubled most fees in 2013

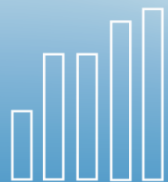


2019 Examiner Training

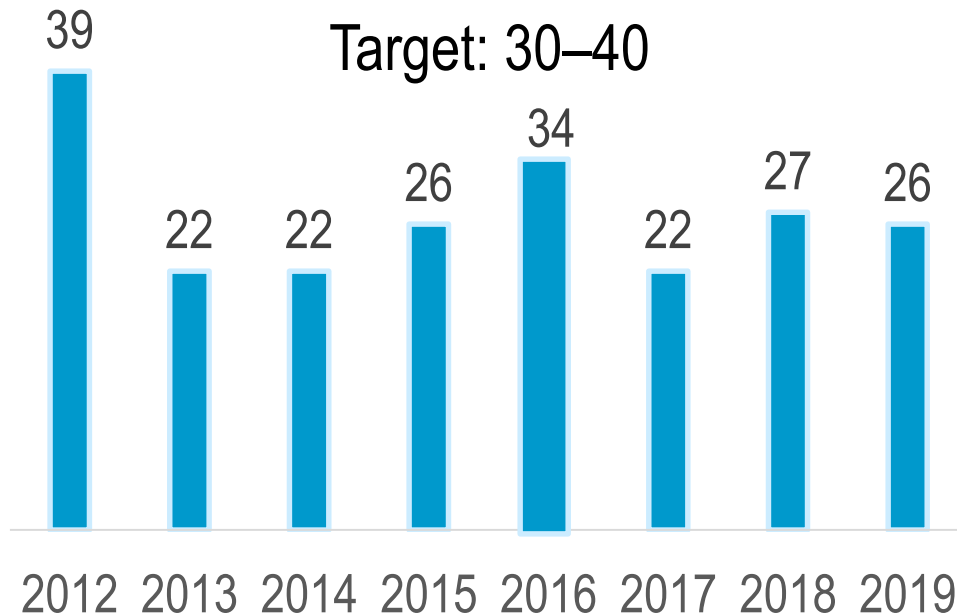


- Alumni examiners → “master examiners” in 2019.
- “Master examiners” must have successfully led a site visit team.

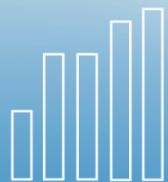
“Best professional development program that I’ve ever attended.”—BETE participant



2019 Award Applicants



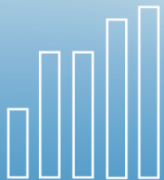
- 16 health care (14 in 2018)
 - 5 nonprofit/gov't (6)
 - 3 small business (2)
 - 1 education (5)
 - 1 service (0)
- 42% (11): first-time applicants
 - 10: Alliance program top-tier award
 - 1: Alternate eligibility process
- 11 of 21 eligible from 2018 reapplied in 2019.



Award Process Redesign

Objective: Increase efficiency and value, maintain effectiveness

- Maintain integrity and rigor
- Reduce cycle time
- Better utilize examiner resources and enhance value to examiners and applicants
- Improve timeliness, clarity, transparency, and quality of feedback

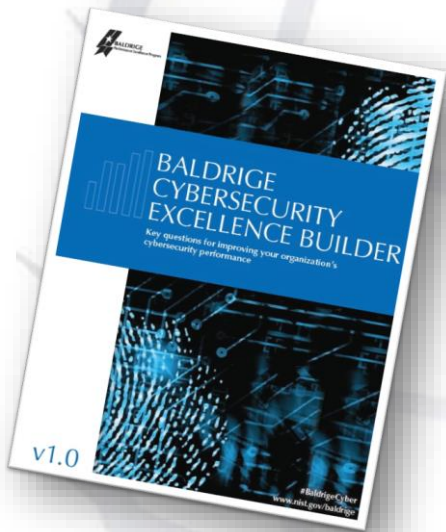


Award Process Redesign - Status:

- Additional pilots ongoing, national and state/regional level
- Judges reviewed potential impact on their processes, fully support the proposed changes
- Preparing additional documentation and guidance
- Beginning to consider ways to streamline/improve the application process. [Phase 2 of the redesign effort]
- Determining requirements and options for an integrated application/evaluation on-line tool
- Assuming pilots continue to result in favorable feedback, anticipate going live for the 2021 award process

Baldrige Cybersecurity Excellence Initiative

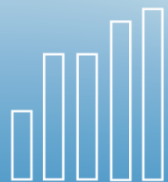
- Help organizations understand the robustness and effectiveness of their cybersecurity programs and practices
- Help organizations gauge how cybersecurity efforts align with organizational strategy
- Emphasize the tracking and use of performance metrics to drive decision making and improvement
- Aid and encourage effective use of Cybersecurity Framework
- Recognize and share role model best practices



Baldrige Cyber - Update



- March: *Baldrige Cybersecurity Excellence Builder, v1.1.*
- April workshop: 25 participants
- Case study (University of Kansas Medical Center)
- June: Presentation to 600+ Gartner client organizations
- Presentation to Guidehouse (TBD)
- *BCEB* users' collaborative (TBD)



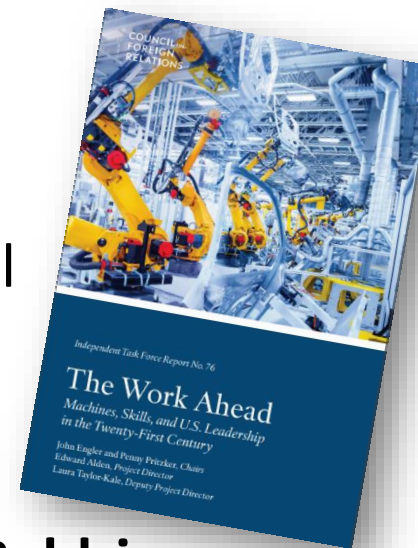
Workforce Development Excellence

“Recogniz[e] companies that demonstrate excellence in workplace education, training, and retraining policies and investments, in order to galvanize industries to **identify and adopt best practices, innovate their workplace policies, and invest in their workforces.**”

—Executive Order 13845, Establishing the National Council for the American Worker, July 2018

“Create a new award, **modeled after the successful Baldrige Awards**, to recognize and promote companies that follow high-road workplace practices.”

—The Work Ahead, Council on Foreign Relations, April 2018



Baldrige Executive Fellows Program

“...performance excellence comes to life!”

Kathy Kearney, John Deere Financial



“The opportunity to learn from other leaders...from manufacturing, healthcare, and service was invaluable”

Dr. Laurel K. Leslie, American Board of Pediatrics

“I highly recommend the experience for anyone looking to differentiate within and beyond their core business”

Brian Erling, Centura Health

“True payoff for me and my organization”

Steve Schloss, United States Golf Association



Thank you!

Alliance for Performance Excellence Update

THE ALLIANCE FOR PERFORMANCE EXCELLENCE
Learn. Share. Grow.

The Journey to Performance Excellence Start Here

Home About Us What We Do Members Alliance Programs Library Contact Us

Find Performance IMPROVEMENT HELP NEAR YOU



Brian Lassiter
Chair
Alliance for Performance Excellence

Reminder: Alliance is National Network of Baldrige-Based Programs

Mission: “Enhancing Our Members’ Ability to Grow Baldrige-based Performance Excellence”

Vision: To be the premier resource for a thriving Baldrige community

- 29 programs serving 50 states and US Territories
- Nearly 1250 annual applications received (160 full)
- Over 1600 examiners, 34 staff, 460 other volunteers
- Nearly 15,000 members, ~\$9M combined budget



Learn. Share. Connect.

Key Updates this Quarter

- **Planning for 2019 Baldrige Fall Conference Continues**
 - **October 24-25 at the Gaylord, Nashville**
 - **Program 90%+ complete – great line up of speakers!**
 - **Sponsorship opportunities available**
 - **Registration now open: baldrigeconference.org**
- **Continuing work on one strategic Task Force:**
 - **Guidelines for lower levels of Tiered Awards**
- **Launching second Task Force to collaborate with COE 2026 on supporting their program**
- **Collaborating with Baldrige Enterprise on Task Forces**



Learn. Share. Connect.



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The Baldrige Family
Midge, Molly, &
Megan

