

INSTITUTE FOR PERFORMANCE EXCELLENCE



BALDRIGE | PERFORMANCE EXCELLENCE | QUALITY | LEADERSHIP

# **The Baldrige Foundation Institute for Performance Excellence**

***Presents:***

## **Leadership Excellence Operational System - LEOS**

***August 26, 2025***

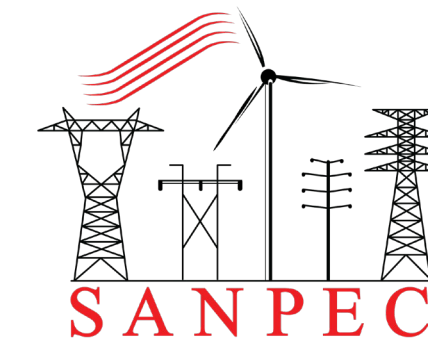




Institute for Performance Excellence



## Mac Baldrige Society Members



# Opening Remarks/Agenda

**Introduction**      **Josh Racette**, President & CEO  
Baldrige Foundation

**Panelists**      **Pamela Tripp, MEd, MSOM**, President & Founder  
Corporate Transcendence

**Regina Gainey, MDiv, PhD**, Senior Executive – Education  
Corporate Transcendence

**Christopher R. Vann, MHA**, Senior Executive – Development  
Corporate Transcendence

**Audience  
Questions**      **Moderator – Josh Racette**

**Closing**      **Josh Racette Remarks**





# Leadership Excellence Operational System

*A Practical Way to Live  
the Baldrige Framework*





# The Four Domains of LEOS

Aligned to the eight 2025 Baldrige Categories

## Culture (People)

Workforce  
Customer and Markets  
Community Relationships

## Quality (Systems)

Operations  
Organizational Learning  
Community Relationships



## Finance (Resources)

Finance  
Strategy

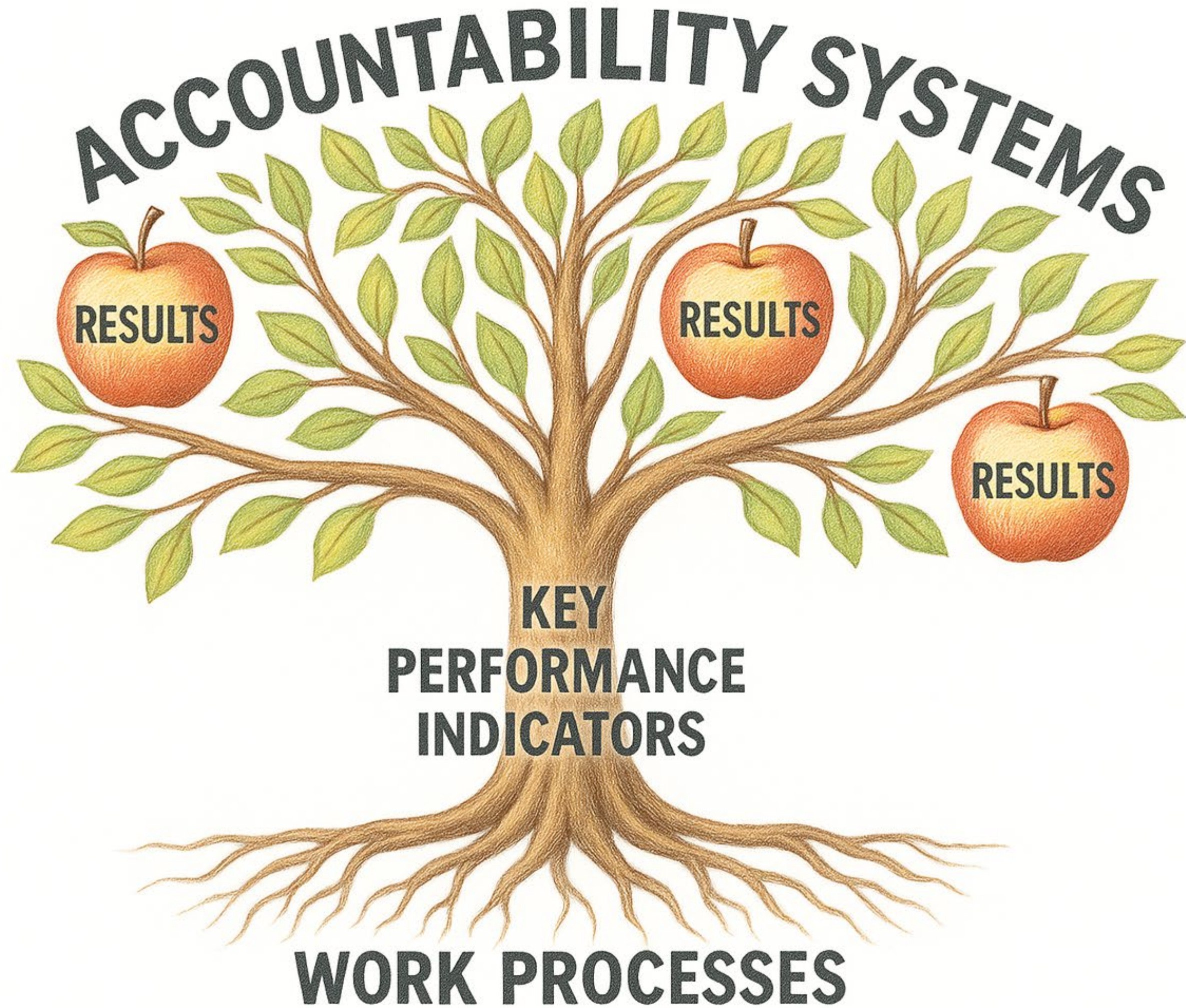
## Governance (Accountability)

Leadership and Governance  
Strategy  
Community Relationships

**LEOS is not a replacement. LEOS is a simplifier**









# Why LEOS



## The Reality

Misaligned priorities  
and siloed efforts.

## The Gap

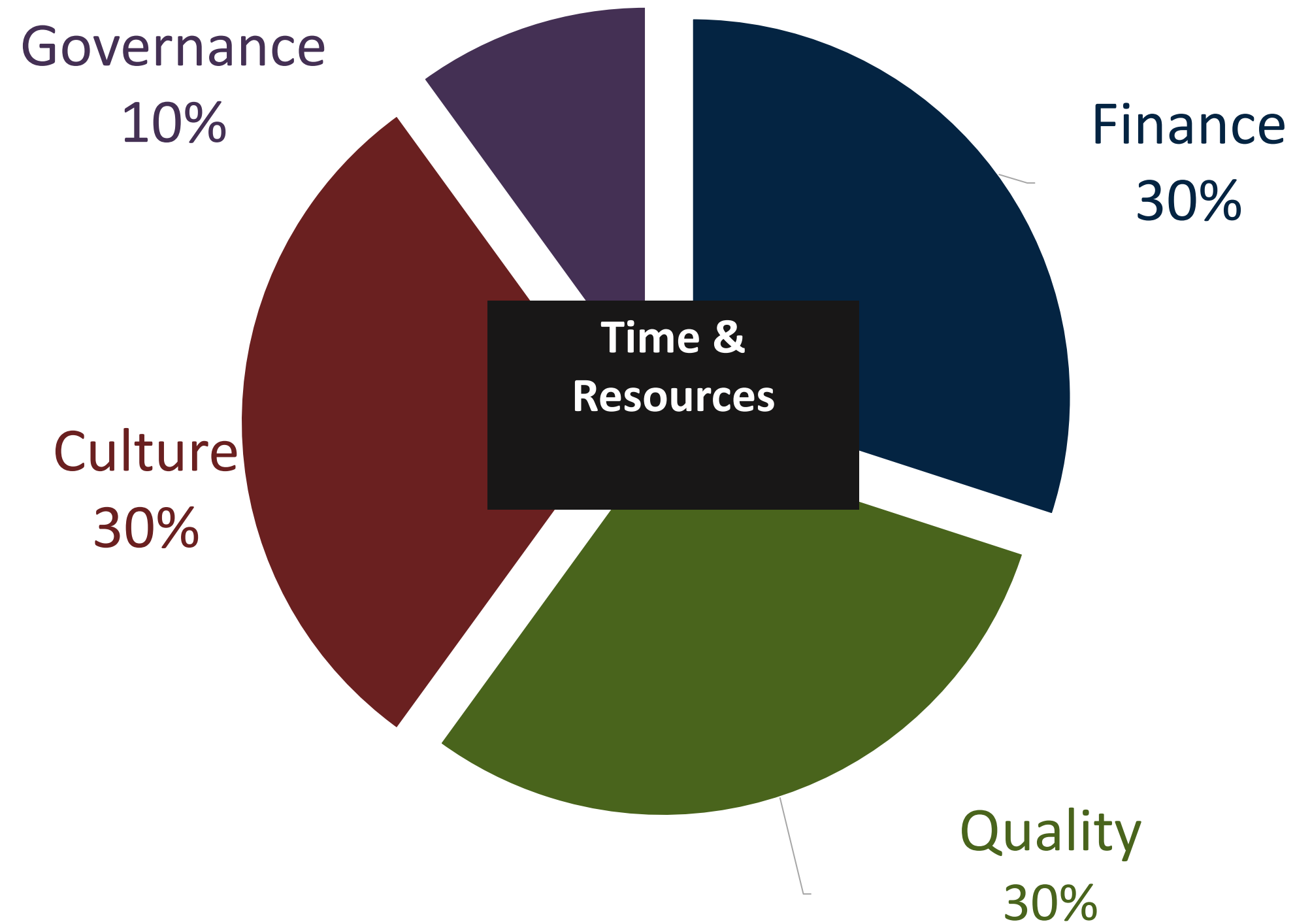
No operating system  
for leadership

## The Answer

A simple, teachable  
system that aligns  
everyone.



# The 3-3-3-1 Principle





**Culture  
(People) 30%**



**Aligns With**

Workforce  
Customers and Markets  
Community Relationships

**Culture Answers:**

*What is it like to work  
here, be served here, and  
partner with us?*





**Quality  
(Systems) 30%**

**Aligns With**

Operations  
Organizational Learning  
Customers and Markets



**Quality Asks:**

*Are our processes reliable,  
safe, and improving?*





## Finance (Resources) 30%



### Aligns With

Finance  
Strategy

### Finance Asks:

*How do we use our  
resources — money and  
data — to sustain our  
mission?*

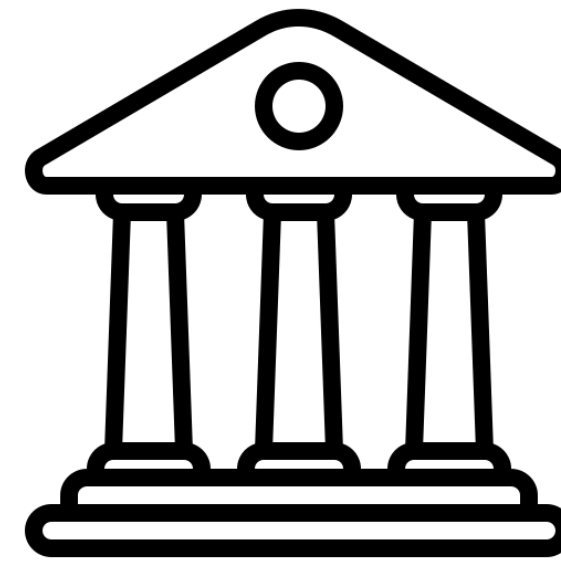




## Governance (Accountability) 10%

Aligns With

Leadership and Governance  
Strategy  
Community Relationships



**Governance Asks:**  
*Are we meeting our  
obligations with integrity?*





# Cross-Sector Adaptability



## Education

- Faculty engagement
- Reliable curriculum
- Mission-aligned budgets
- Forward boards



## Nonprofit

- Volunteer alignment
- Reliable programs
- Donor stewardship
- Mission accountability



## Business

- Workforce engagement
- Reliable products
- Sustainability
- Shareholder trust



## Government

- Employee morale
- Service delivery
- Taxpayer stewardship
- Compliance





# Culture Comes First

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Four domains. One operating system. Start with people.

**Culture → Quality → Finance → Governance**

LEOS is the Bridge – not a replacement for  
Baldrige

LEOS is the bridge — not a replacement for Baldrige.





**Culture  
(People)**

**Finance  
(Resources)**

**Quality  
(Systems)**

**Governance  
(Accountability)**



Because frameworks don't change organizations.  
People do.  
And it starts with us.



# Thank you!

**Pam Tripp, MEd, MSOM**

CEO and Founder

**Regina Gainey, PhD**

Senior Executive

Education

**Christopher Vann, MHA**

Senior Executive

Development





# Panelist Questions and Discussion



**Regina Gainey, MDiv, PhD**  
Senior Executive – Education  
Corporate Transcendence



**Christopher R. Vann, MHA**  
Senior Executive - Development  
Corporate Transcendence



**Pamela M. Tripp, MEd, MSOM**  
President & Founder  
Corporate Transcendence



**Josh Racette**  
President & CEO  
Baldrige Foundation  
(Moderator)



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