

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
Communities of Excellence 2026	Stephanie Norling, Managing Director
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

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Pursuing Excellence in Communities – Using a Baldrige-based Framework to Lead Transformation

“For America to sustain its vitality, promote opportunity and create a more equitable society during its second 250 years of existence, we must improve the performance of communities and the people who lead and live in them.”



Stephanie Norling
Director, Communities of Excellence 2026
March 28th, 2019

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Today's Discussion

History/Background

The Communities of Excellence framework

How the National Learning Collaborative Works

Stories/Examples from participating communities

My Lessons Learned so far

Where to Go from Here

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History/Background

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Mission

Improve the quality of life for our nation's residents by assisting communities in implementing the Baldrige-based Communities of Excellence framework.

Our Hypothesis

That a framework proven to drive performance excellence in *companies and organizations* – the Baldrige Framework - can be modified to achieve performance excellence in *communities* to benefit the health and wellbeing of all residents. Primary focus on:

Education

Health

Economic Vitality

Safety

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Why a Community Focus on Excellence?

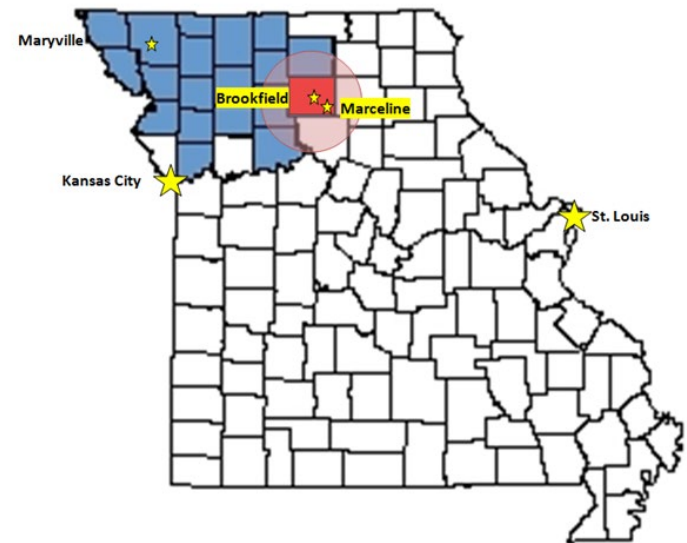
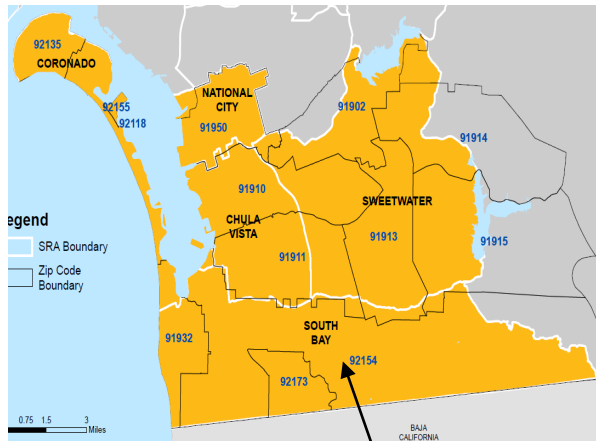
- Key indicators of society's overall health and well-being are declining.
- U.S. teenagers rank 36th in math, reading, and science among developed nations.
- 45 million Americans are living in poverty.
- Americans die sooner and experience more illness than residents in many other countries, according to a 2013 Institute of Medicine report.
- In rural areas, young people are migrating to cities, and population is declining.

“We should be building stronger communities, not just stronger programs.” Paul Schmitz, author of *Everyone Leads: Building Leadership from the Community Up*

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How do we Define Community?

A group of people living in the same place or having a particular characteristic in common



“Think Regionally, Act Locally”

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Community is a set of systems that function together to achieve optimal performance.



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Community Systems Perspective

Managing all the parts of your community as a unified whole to achieve your mission.

Ensuring that your plans, processes, measures, and actions are consistent.

Ensuring that the different sectors of your community work together in a fully interconnected, unified, and mutually beneficial manner.

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The Communities of Excellence framework

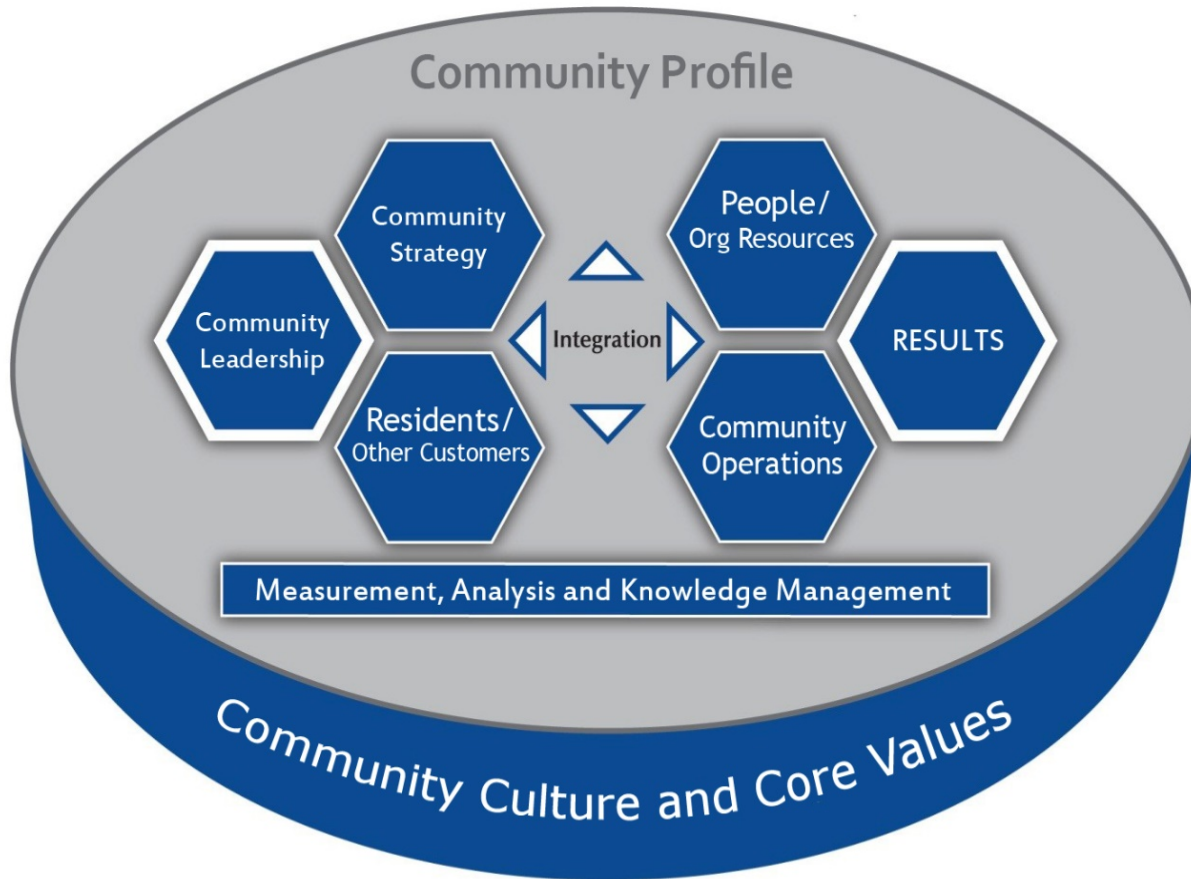
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Baldrige Criteria for Performance Excellence



- Applicable to *any* organizational entity
- Scalable
- Benchmarks excellence
- Helps to evaluate performance and assess where improvements are needed
- Evidence-based Decision Making

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- Applicable to any community
- Unites around common language, shared values and community understanding
- Aligns resources, people, plans
- Leverages community assets, offerings, competencies and advantages
- Infusion of quality principles and process improvement
- Encourages Resident voice
- No CEO in a community

From Baldrige Performance Excellence Program. 2015. *2015–2016 Baldrige Excellence Framework: A Systems Approach to Improving Your Organization's Performance*. Gaithersburg, MD: U.S. Department of Commerce, National Institute of Standards and Technology. <http://www.nist.gov/baldrige>.

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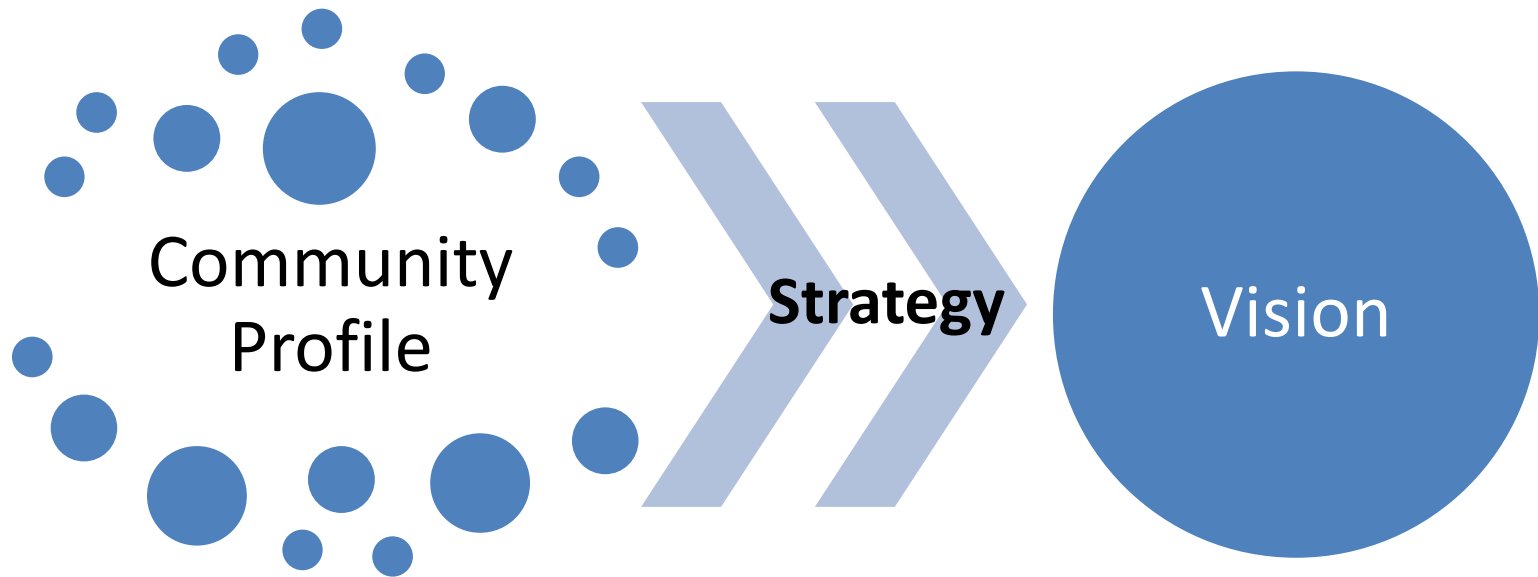
Recognition and Assessment Program



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How the National Learning Collaborative Works

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- What is your community, and what is important to it? [Community Profile](#)
- Where do you want to go? [Vision](#)
- How will your community prepare for the future? [Community Strategic Planning](#)
- What are the gaps and how do you as a community engage to prioritize which ones to focus on first, next?
- How will you know when you get there? [Results](#)



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National Learning Collaborative

Year One Objectives

- Establish a diverse values-driven **leadership** team comprised of residents from the community's key sectors, generations, social, and economic groups
- Develop your Baldrige-based **Community Profile** and use it to identify the next steps towards your community of excellence journey
- Identify desired community outcomes and develop a **Community Strategic Plan** focused on these outcomes

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Who Participates?

Communities that...

Have a pre-existing community leadership team representing all sectors and generations. This could take many forms including regional coalitions or a pre-existing collaborative, or;

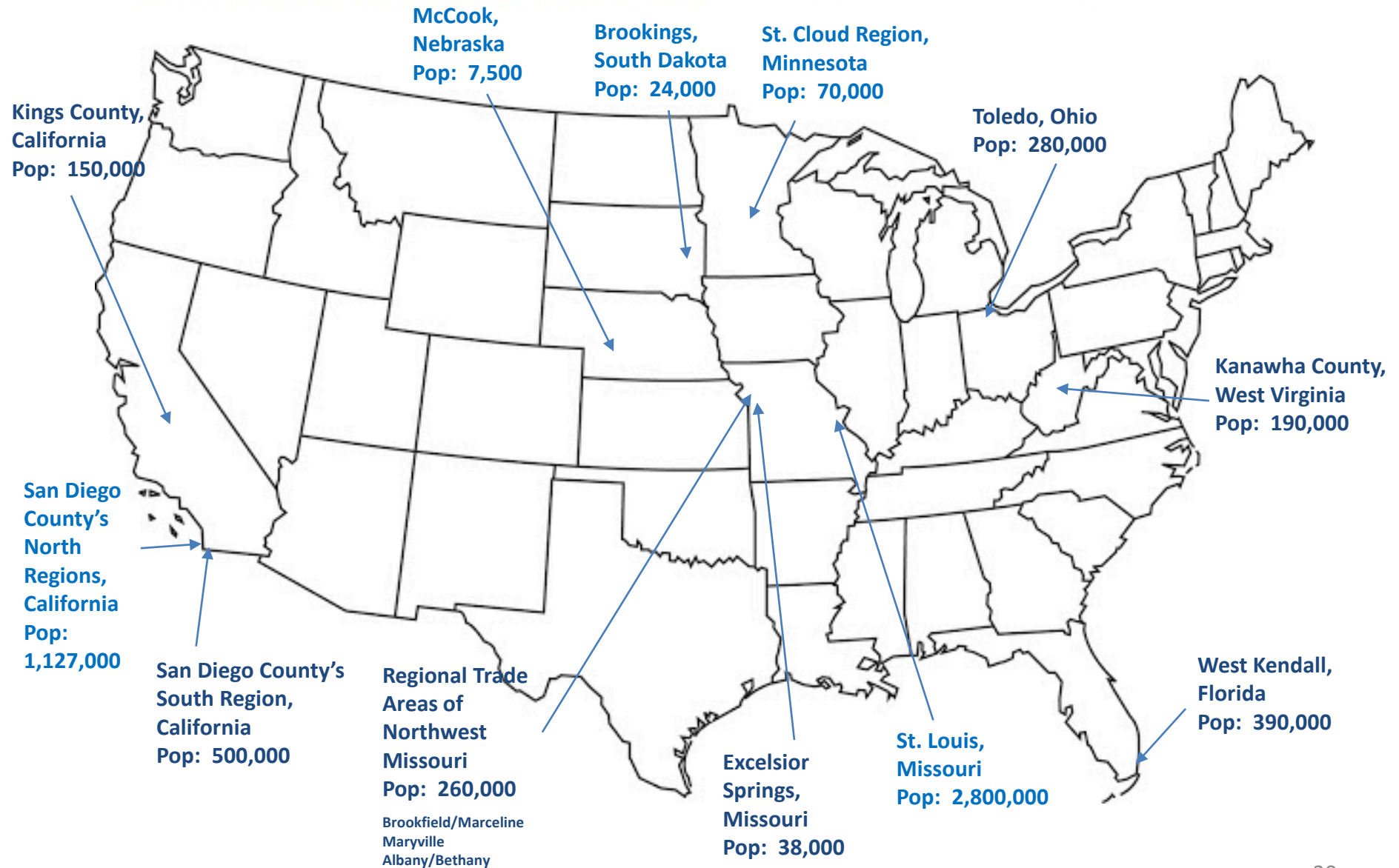
Have commitments from members of key sectors: health, education, business, government and safety to participate.

Have an identified backbone organization that will serve as the key contact.

Are willing to share generously and commit the time and resources required to meaningfully engage in implementing the Communities of Excellence framework.

Possess a knowledge of Baldrige Performance Excellence Principles or a strong desire to learn.

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Examples/Stories from Participating Communities

Kanawha County, West Virginia
West Kendall, Florida



Kanawha Coalition
for Community
Health Improvement

OUR GOAL(S) FOR PARTICIPATING IN COMMUNITIES OF EXCELLENCE


To identify opportunities for improvement based on the COE criteria.

- Community – is our current geographic area the most effective for creating the outcomes we are achieving?
- Systematic approach for identifying community assets
- Who are our community leaders?
- Structure – who else and how
- Key stakeholder requirements
- Results!!!!!! Best practices and benchmarks

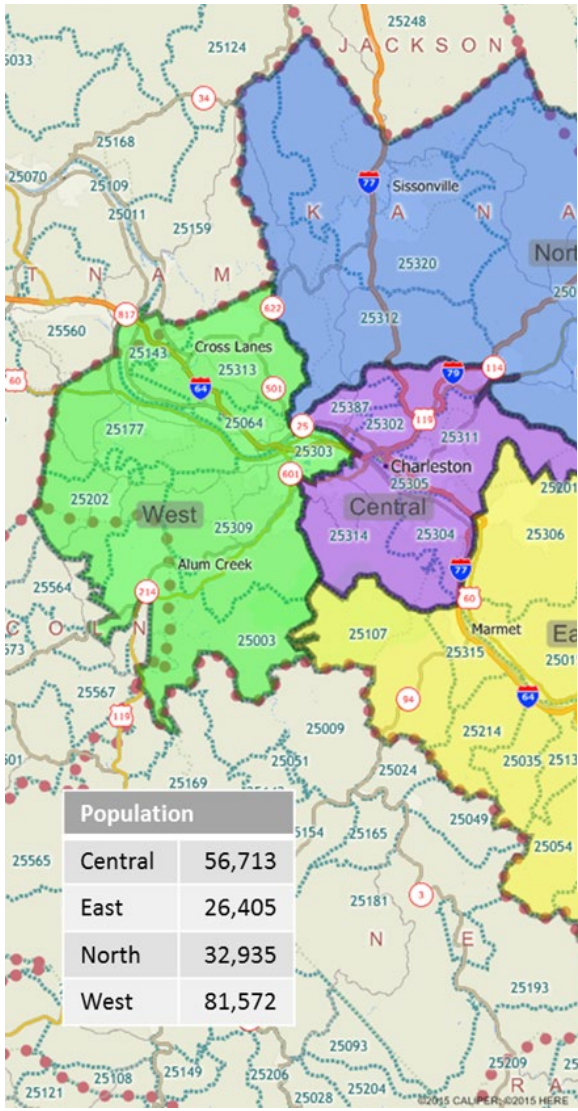
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P.1 Community Description: What are your community's key characteristics?

a. Community Environment

- 
- (1) **Community Definition and IDENTITY** What geographic area is included in your community? What are your community's population and growth compared with that of other communities locally, regionally, or nationally? What is your COMMUNITY IDENTITY?
 - (2) **Community OFFERINGS** What are your community's KEY OFFERINGS to its resident and other CUSTOMER groups (see P.1a[3]) in the areas of health, education, the economy, and quality of life? What is the relative importance of these OFFERINGS to your community's well-being? What major facilities, infrastructure, and resources (e.g., technology, housing, transportation, and natural resources) support your community's KEY OFFERINGS?
 - (3) **Residents, Other CUSTOMERS, and STAKEHOLDERS** What are your community's KEY resident groups, other CUSTOMER groups, and STAKEHOLDER groups? What are their KEY requirements and expectations of your community? What are the differences in requirements and expectations among resident groups, other CUSTOMER groups, and STAKEHOLDER groups?
 - (4) **People and Organizational Resources** What KEY community groups and segments are involved in delivering your community's KEY OFFERINGS? What recent changes has the community experienced in its needs for these community groups and segments? Who are your community's formal and informal leaders?
 - (5) **Regulatory Environment** What are the KEY aspects of the regulatory environment under which your community operates?

What they learned



Community Group	Key Characteristics	Recent Changes in Need	Key Requirements
North	Rural; Small towns; Most residents are descendants from the area; High rate of home ownership; Strong local governments; Strong community leadership; Declining population; Inadequate broadband	Decline in coal resulting in loss of jobs and impact on the economy; Flood recovery	<ul style="list-style-type: none"> • Feel valued • Input and inclusion • Involvement of local champions
West	Bedroom communities of Charleston; High traffic area in Cross Lanes; Strong local identity; Chemical industry; Higher education presence; West End of Charleston focus for grants and improvement efforts	New sports complex; New chemical business	<ul style="list-style-type: none"> • Integrated with Charleston
Central	Most population density and diversity; Business hub; State, county and city government; Losing population; Higher education presence, Health care hub	Population loss in the city of Charleston; New industry and innovation in the Civic Center design	<ul style="list-style-type: none"> • Voice from all segments of the community • Desire to make Charleston a better place
East	Most rural; Most residents are descendants from the area; High rate of home ownership; Economy fluctuates with the coal industry; Lower income; Feel isolated; Inadequate broadband; Suspicious of outsiders; Internally focused; Everyone knows everyone	Decline in the coal industry; Local college left the area	<ul style="list-style-type: none"> • Feel valued and connected • Create inclusion without coming to Charleston to participate • Maintain confidentiality



GREAT Place to Live

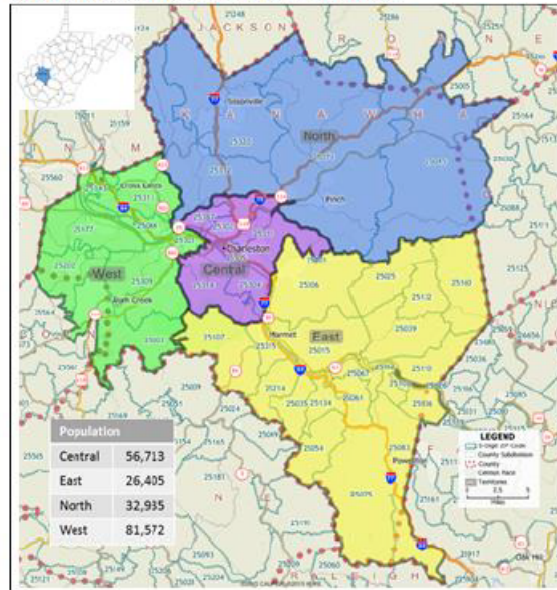
Community Health & Social Key Requirements:

- Care for aging population
- Substance use treatment and recovery
- Prevention of chronic diseases /Health Promotion (K-HIP)
- Food access
- Safe/affordable Housing
- Social gathering places
- Diversity and culture

Community Safety & Infrastructure Key Requirements:

- Transportation
- Road Safety
- Safe Air & Water
- Connectivity (fiber optics)
- Emergency Preparedness
- Response to Homelessness

Kanawha County



GREAT Place to Learn

Education

Key Requirements:

Quality of and Availability to:

- Childcare / Pre-K
- K-12 education
- Career & Technology
- College

GREAT Place to Work

Employment

Key Requirements:

- Qualified/prepared workforce
- Drug free workforce
- Retention of young people

GREAT Place to Play

Attractions

Key Requirements:

- Arts/Culture
- Entertainment
- Dining
- Shopping
- Sports/Recreation



**Kanawha Coalition
for Community Health Improvement**



Mission: *To identify and evaluate health risks and coordinate resources to measurably improve the health of the people of Kanawha County*

The following ranking tool was used by the attendees at the forum to identify the top three priorities for Kanawha County:

Participant # _____ Table # _____

Scale: 1=Completely Disagree 2=Strongly Disagree 3=Disagree 4=Neither Agree nor Disagree 5=Agree 6=Strongly Agree 7=Completely Agree	Problem is greater in Kanawha County compared to state or region	We can create a major improvement in the quality of life by addressing this problem	We can make progress on this problem in the short-term (3 years)	The progress we make over the 3 years can be sustained long-term	We can do something about this problem with existing leadership and resources	We can reduce long-term cost to the community by addressing this problem	TOTAL
Cancer							
Diabetes							
Drugs <i>(All types, does not include alcohol)</i>							
Heart Disease / Hypertension / Heart Attack/ Stroke							
Lack of Access to Mental Health & Addiction Services <i>(Includes poor mental health days)</i>							
Limited Access to Healthy Foods							
Obesity <i>(Includes physical inactivity and lack of access to physical activity opportunities)</i>							
Tobacco Use							





Communities of
Excellence 2026
West Kendall,
Florida



Education

Learning. Changing. Transforming.



Community Profile	Strategic Objective	Action Plans	Key Results
<ul style="list-style-type: none">• 57 public schools in PSA• District ranks second in the nation in Hispanic student enrollment• 22 Title 1 schools• Graduation rates vary from 82% to 96%• Approximately 40,000 children in public school system in the West Kendall PSA	<ul style="list-style-type: none">• Create a community environment where every sector contributes to furthering education and learning.	<p style="text-align: center;">Short</p> <ul style="list-style-type: none">• Work with 10 schools with the lowest graduation rates to determine root cause related to school attrition and create action plans to address the identified challenges.• Identify 10 local business that commit to providing technical training, hiring and mentorship to local young adults without diplomas. <p style="text-align: center;">Long</p> <ul style="list-style-type: none">• Secure 10 local business that commit to creating an environment of learning in their place if business.• Increase the percentage of students demonstrating English proficiency in grade 3 to X, contributing to overall increase in graduation rate.	<ul style="list-style-type: none">• 3 Educational summits• Education council• Co-chairs• Facilitator

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COE is going to be a **spark that lights fire across the country**...This is the new best initiative.

“Listening to [other] communities...there are **so many similarities** across the US where we live, work, play, learn.”

...it seemed complicated, and it still is. But **the process has been worth it** and I’m glad [we] went through it ... It’s a good process.”

“[COE provides the] **ability to add structure to madness** of trying to make an impact on big problems.”

“[We are] excited about the process...and energy. Everyone is believing that change can happen...not only believing, but seeing it happen.”

“If we can do this, I’m telling you anyone can do this...seriously.”





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Where do we go from here?

- Continue with National Learning Collaborative
New Cohort beginning October 2019
- Partner with state/regional Baldrige Organizations to support community efforts
- Continue to refine the Communities of Excellence Criteria and our approach to supporting communities in its adoption
- Congressional approval for Community as the 7th Category of Baldrige



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



“ 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.

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



Foundation Board of Directors



Al Faber
President & CEO
Baldrige Foundation



P. George Benson, Ph.D.
Chair; President (ret),
University of Charleston



Kathryn Eggleston, Ph.D.
Vice-Chair; President,
Richland College



W. Paul Worstell
Secretary; President
(ret), PRO-TEC Coating



Frank Fusco
Treasurer; Executive
Director (ret), South
Carolina Government



Scott Reiner
CEO, Adventist Health



Diane Brockmeier
President & CEO,
Mid-America Transplant



Dr. David Gifford
SVP, Quality & Regulatory
Affairs, AHCA/NCAL



Lowell Kruse
Chair, COE2026;
President & CEO (ret)
Heartland Health



Scott McIntyre
President & CEO,
Guidehouse (formerly
PwC Public Sector)



Russ Branzell
President & CEO
CHIME



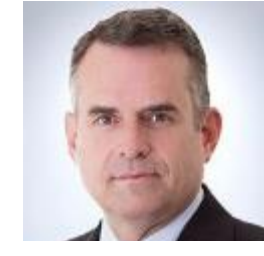
Tony Scott
Former Federal CIO,
US Government



Sunil Sinha
Director, Tata Sons –
Middle East/North Africa



E. David Spong, D.Sc.
President (ret), Boeing
Aerospace Support

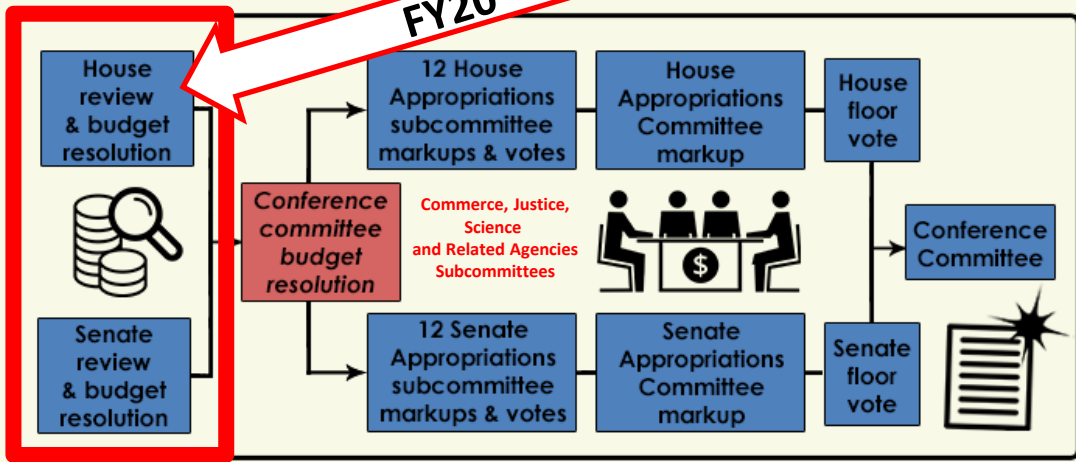
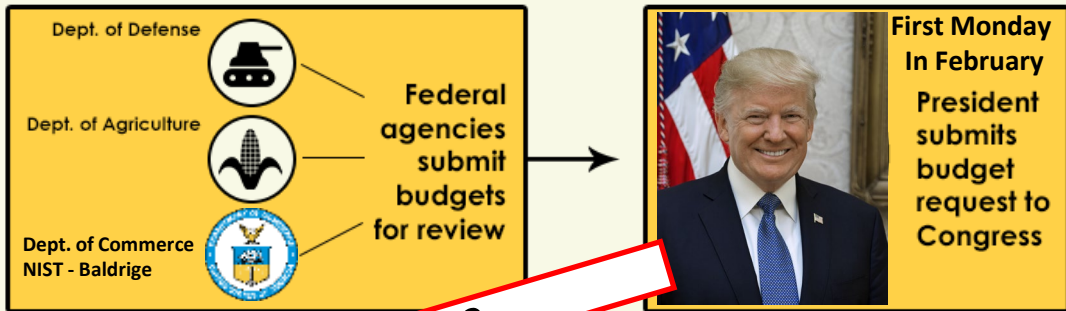


Rulon Stacey, Ph.D.
Managing Director,
Navigant

The Annual Federal Budget Process

FY19

FY20



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:

1 **SECTION 1. SHORT TITLE.**

2 This Act may be cited as the “Consolidated Appropria-

3 tions Act, 2018”.

4 **SEC. 2. TABLE OF CONTENTS.**

Sec. 1. Short title.

Sec. 2. Table of contents.

Sec. 3. References.

Sec. 4. Explanatory 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 (8:08 p.m.)

The New 116th Congress



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)


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

Foundation Directors

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

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

Loveil C. Knaac
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 business, 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.

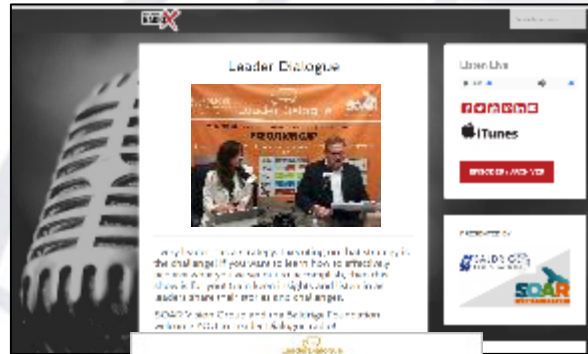
Malcolm Baldrige National Quality Award recipients from the previous ten years' recipients, will continue to inspire organizations across the nation to strive for a people of excellence and selfless-service to our country.

Respectfully,

 Al Faber
 President and CEO

www.baldrigefoundation.org

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Foundation Radio Show & Leader Dialogue Website



BALDRIGE FOUNDATION

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

Nonprofit Health System INNOVATION COUNCIL

THEME

PERFORMANCE EXCELLENCE IN THE AGE OF CONSUMERISM

Tech Mahindra

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

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



Strategize Organize Activate Recalibrate



GET READY TO SEE THE WORLD DIFFERENTLY WITH A WALDEN EDUCATION

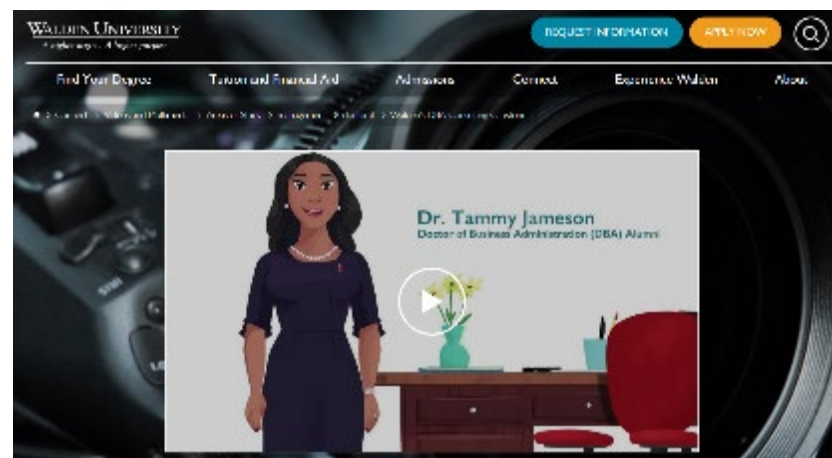
Receive up to \$3000 in tuition grants

Are you an employee of a Baldrige national or Alliance award-winning organization? You may be eligible for reduced tuition to help you ignite your passion and achieve your career goals. Enroll at Walden University, and you could receive a limited-time \$3,000 tuition grant.*

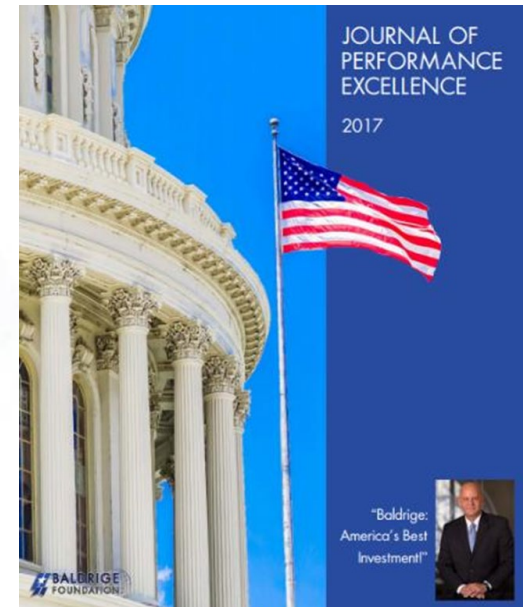
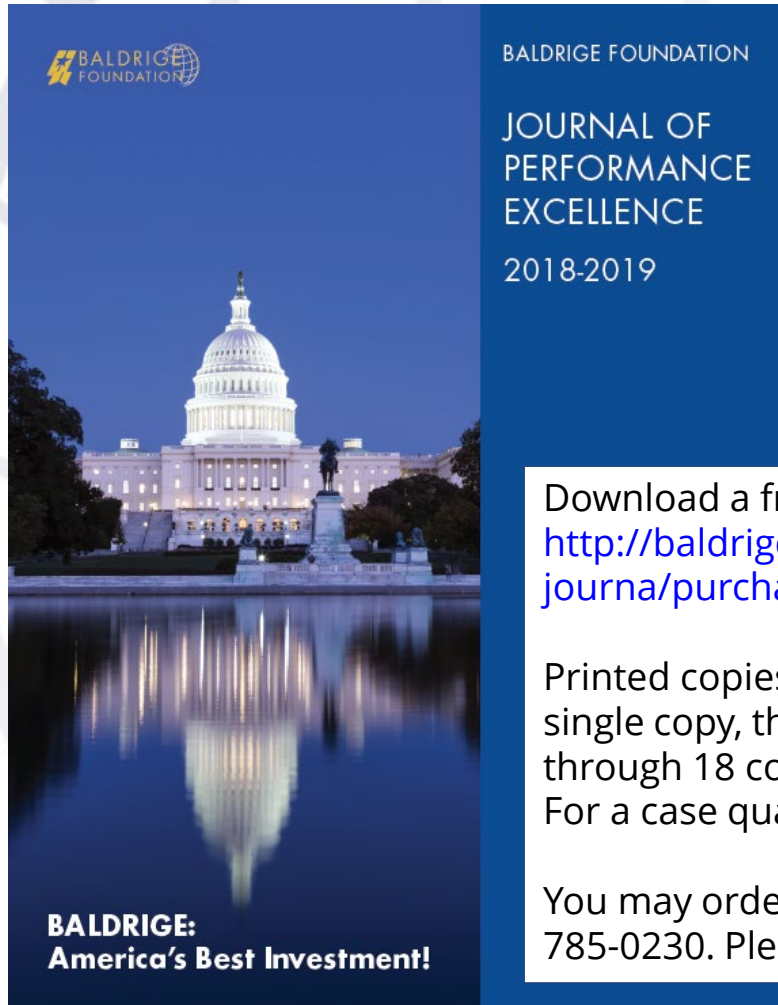
Whether you're beginning a new chapter of your career or simply want to expand your knowledge, Walden can help make your education more accessible.

Choose from over 85 degree programs with more than 435 specializations and concentrations to meet and exceed your career goals, including:

- Doctor of Business Administration
- PhD in Criminal Justice
- Doctor of Education
- Doctor of Information Technology
- PhD in Nursing
- Doctor of Healthcare Administration



Baldrige Foundation Journal of Performance Excellence



Download a free electronic version at:
<http://baldrigefoundation.org/purchase-the-journal/purchase-copies-of-the-journal.html>

Printed copies are available for \$12 plus shipping. For a single copy, the shipping cost is \$6.75. For quantities of 2 through 18 copies, shipping is a flat rate of \$13.65. For a case quantity of 36 books, the shipping is \$39.04.

You may order your copies by calling Jerry Rees at (614) 785-0230. Please have your credit card ready.

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

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



#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 sale to a charity of your choice, including the Baldrige Foundation.

Check it out at smile.amazon.com. Log in with your regular Amazon userid and password, then select the Baldrige Foundation as your charity of choice. That's it. Bookmark the AmazonSmile login for your 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



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

Sponsorships – 31st Quest for Excellence

The Baldrige Family
Midge, Molly, & Megan



The Synergy Organization
Transforming Healthcare with the World's Best People and Systems



Richland College
DALLAS COUNTY COMMUNITY COLLEGE DISTRICT

Go Further

BALDRIGE
Sponsorship Opportunities

The Quest for Excellence[®] Conference
Gaylord National Harbor

#BaldrigeQuest #ExcellenceInspired

www.nist.gov/baldrige/qe

Supporting the Alliance

83%

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



Foundation Awards

**E. David Spong
Lifetime Achievement Award**

**Harry S. Hertz
Leadership Award**

**Baldrige Foundation
Awards for Leadership Excellence**

**Dr. Curt Reimann
Baldrige Scholarship**



Dr. Curt Reimann

The Baldrige Foundation Board of Directors authorized the Curt Reimann Scholarship in 2017. Recipients must have made sustained contribution of leadership excellence with exceptional and far-reaching impact on the Baldrige Enterprise in a manner worthy of recognition at the national level.

The committee selects recipients for the Lifetime Achievement Award in recognition of an individual who, like the award's namesake, has performed truly extraordinary service and created a positive and lasting legacy within the quality movement and the Baldrige community. The award recognizes the entirety of the recipients career, rather than, or in addition to, a single contribution.

Lifetime Achievement Award recipients are credited with changing their world and inspiring others to do the same.

The scholarship is awarded each year at the Baldrige Quest for Excellence conference.



Lapel Pin



Back

Medal with Sash

2019 Foundation Awards Program

Tuesday, April 9, 2019 at 12:00 PM

During the 31st Quest for Excellence Conference



CONGRATULATIONS, JO ANN JENKINS, CEO, AARP FOR RECEIVING THE 2019 BALDRIGE FOUNDATION AWARD

As AARP celebrates Jo Ann Jenkins' Baldrige Foundation 2019 Nonprofit Leadership Award for Excellence, we congratulate all of the award recipients for being such exemplary transformational leaders and innovators. AARP looks forward to continuing our collaboration and carrying out our mission to empower people to choose how they live as they age.



ALLYSON YOUNG, SPHR
 HR and Brand Director
Congratulations on receiving the 2019 Baldrige Foundation Leadership Award!

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



Harry S. Hertz Leadership Award



JOANN STERNKE

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

"I am humbled to be the recipient of the Harry Hertz Leadership Award. I thank the Baldrige Foundation for considering me for this honor and for all of their diligent work to support the Baldrige 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 Baldrige Criteria in 2006, JoAnn has been the very model of a Hertz-Baldrige 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 components of an organization into support of a single mission. She once described it as going from being a cheerleader to a leader, not only being able to create and motivate her team, but to provide direction for them to apply that enthusiasm.

When first looking at the Criteria, the complex jargon, and multitude of questions, it seemed so regimented that Dr. Sternke could not imagine it driving innovation. Yet, as she has advised hundreds of fellow Baldrige travelers, the dichotomy is that thinking systematically allows you to think more innovatively. She has recognized that one of the most critical jobs of leadership is to create a culture of innovation.

Dr. Sternke has been a ferocious advocate of the Baldrige Excellence Framework, giving selflessly of her time and expertise to help others transform the lives of students. As she said, "I believe in the Baldrige Excellence Framework and how it fosters performance excellence in every sector and size of organization. I am passionate in assisting leaders to leverage the framework to attain results and improve outcomes for those we are trusted to serve."



Board of Overseers Meeting

NIST Search NIST Q NIST MENU

[← BLOGRIGE](#) The Official Baldrige Blog

Making a Difference at NIST: Celebrating Jacqueline Calhoun on her Retirement

November 29, 2018
 By: [Dawn Bailey](#)



Credit: BPEP

A retirement party on December 3 will celebrate Jacqueline Calhoun, who can claim illustrious careers both in the NIST laboratories and in its extramural programs, namely at the Baldrige Performance Excellence Program.


To have worked with Jackie, is to have known professionalism, a quest for learning, performance excellence through attention to detail and desire to do a project right, and overall kindness. If you want someone to represent your program or ensure the highest level of integrity in every project or process, then Jackie is the coworker to whom you turn. And for those of us who have had the pleasure to work with her, we also call her our friend.



NIST

BALDRIGE PERFORMANCE EXCELLENCE PROGRAM

- How Baldrige Works -
- About Baldrige +
- Baldrige Director +
- Baldrige Community -
- Examiners +
- Board of Overseers**



Deborah J. Bowen (Chair)
 President and Chief Executive Officer
 American College of Health care Executives



A large, faint, light blue wireframe globe is centered in the background of the slide. The globe shows latitude and longitude lines. In the top right corner, there is a blue curved graphic element. In the bottom left and bottom right corners, there are logos for the Baldrige Performance Excellence Program and NIST, respectively.

Baldrige Performance Excellence Program

Bob Fangmeyer, Director

Program Update | February 28, 2019



2019-2020 Baldrige Excellence Framework

- Business/Nonprofit
- Education
- Health Care
- Excellence Builder
- Cybersecurity Excellence Builder



Current Program Priorities

- Award Ceremony and Quest Conference (4/7-4/10)
- 2019 Baldrige Examiner training (4/23-5/10)
- 2019 Baldrige Executive Fellows Program
- 2019 Award Process planning and preparation
- 2020 Case Study
- Award Process redesign pilots
- Communities of Excellence/Learning Collaborative
- Enterprise-wide examiner development initiative
- Global Excellence Council strategic planning
- Cybersecurity (and Privacy?)
- Workforce Development Excellence initiative

Award Process Redesign

Goals:

- Maintain integrity and rigor ✓
- Greater efficiency, fewer resources ✓
- Greater value for applicants, other stakeholders ✓
- Quicker, easier-to-digest feedback ✓
- Site visits for all applicants ✓

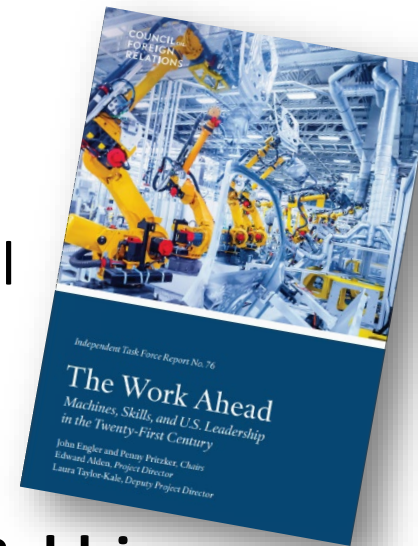
Award Process Redesign - Next Steps:

- Additional pilots, national and state/regional level
- Once settled, map out communication and change management plans
 - Process changes (independent, consensus, site visit review through final judging and feedback production)
 - Evaluation tool (BOSS, Other?)
 - Examiner training

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



Thank you!

Baldrige Foundation Quarterly Webinar Update

Mar 28, 2019



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



Key Updates this Quarter

- **2019 Baldrige Fall Conference Set for Nashville – Save the Date!**
 - **October 24-25**
- **Welcoming new Supporting Members!**
- **Continuing work on one strategic Task Force:**
 - **Guidelines for lower levels of Tiered Awards**
- **Working with COE 2026 on several pilots**
- **Collaborating with Baldrige Enterprise on Task Forces**
- **New board members elected**

Dean Bondhus (KY)

Scott Burgmeyer (IQC)

Donn Fisher (Mid-South)

Marcia Harrington (SPQA)

Cary Hill (OK)

Margot Hoffman (TPE)

Raina Knox (at large)

Ben Krupowicz (ILPex)

Kaleokalani (Kaleo) Kuroda (HAE)

Brian Lassiter (PEN)

– Geri Markley (MIPEX)

– Sherry Marshall (MO)

– Mac McGuire (QTF)

– Liz Menzer (WCPE)

– Tamara Fields Parsons (TNCPE)

– Ron Schulingkamp (LQF)

– Karen Shepard (SWAE)

– Anne Warner (GSQC/NNEAE)



Learn. Share. Connect.



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The Baldrige Family
Midge, Molly, & Megan

