

# 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

<b>Introduction</b>	<b>Al Faber, President &amp; CEO, Baldrige Foundation</b>
<b>Tri County Tech</b> <b>A STORY OF GRIT AND GRACE</b>	<b>Lindel Fields, Superintendent &amp; Chief Executive Officer</b>
<b>Questions</b>	<b>Audience</b>
<b>Foundation Update</b>	<b>Al Faber, President &amp; CEO, Baldrige Foundation</b>
<b>Baldrige Performance Excellence Program Update</b>	<b>Bob Fangmeyer, Director, BPEP</b>
<b>Alliance for Performance Excellence Update</b>	<b>Brian Lassiter, Chair, Alliance Board of Directors</b>
<b>Closing Remarks</b>	<b>Al Faber</b>



# TRI COUNTY TECH



*A STORY OF  
GRIT AND  
GRACE*  
Lindel Fields  
*Superintendent &  
Chief Executive Officer*



## WHO WE ARE



# OUR VISION

“Inspiring Success Through  
Life Changing Learning  
Experiences,” is our  
guiding star.



## OUR VALUES

HOW WE FULFILL OUR MISSION:



Great Place  
to Work



Leadership  
by All



Investing in Our  
Community



Student  
Focused

## MANTRA ONE

“When you try to be  
everything to everybody,  
you can’t be anything to anybody.”

## ***MANTRA TWO***

**“If you’re not taking care of a student,  
take care of someone who is.”**

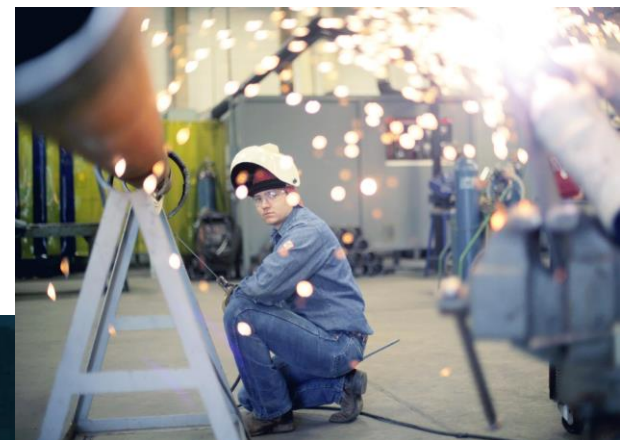


## MANTRA THREE

“Spend Tri County’s money like  
it is your grandmother’s social  
security check.”

## MANTRA FOUR

“Less is More.  
Stick to the Core.”



## GREAT PLACE TO WORK



GREAT  
PLACE  
TO  
WORK®  
CERTIFIED

### FIVE YEARS IN A ROW:

- Workplaces 2019
- Workplaces 2018
- Workplaces 2017
- Workplaces 2016
  - Women 2016
- Giving Back 2015

## MANTRA FIVE

“It is not what you do in a day,  
rather what you do daily that  
matters.”

## MANTRA ONE

“When you try to be everything to everybody, you can’t be anything to anybody.”

## 5D PROCESS



DREAM



DESIGN



DRIVE



DELIVER



DISSECT

# CLARITY



## ROAD MAP

- Read **21 Irrefutable Laws of Leadership** by John C. Maxwell
- Leadership Retreat
- Executive Coach
- Performance Excellence Coach
- Quality is a Full Time Job
- What if your CEO or leadership doesn't buy in?
- START



## MANTRA SUMMARY

- When you try to be everything to everybody, you can't be anything to anybody.
- If you're not taking care of a student, take care of someone who is.
- Spend Tri County's money like it's your grandma's social security check.
- Less is more. Stick to the core.
- It's not what you do in a day, rather what you do daily that matters.

# GRIT

Grit is passion and perseverance for  
long-term goals.

*Angela Duckworth*



# TRI COUNTY TECH

Lindel Fields

Superintendent and Chief Executive Officer

[TriCountyTech.edu/LindelFields](http://TriCountyTech.edu/LindelFields)



*TEXT*  
**BE BOLD**  
*to 31996*

for our best practice resources and  
information about our conferences.



## 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



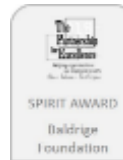
*" Ensure the long-term financial growth and viability of the Baldrige Performance Excellence Program..."*



*...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)

# GIVING TUESDAY THANK YOU!



Donate

## GIVING TUESDAY

Baldridge - America's Best Investment

#GivingTuesday is an important event so that we can demonstrate to Congress and the Administration the public's support for Baldridge. That is why even small donations and supporting us on social media are of critical importance.

#GivingTuesday is also the opening day of the Giving Season. Black Friday and Cyber Monday are about buying things. #GivingTuesday is about giving back. Since #GivingTuesday began in 2012, people have made over 2.5 million individual donations to various charities and nonprofits. We are asking you to be a part of this global movement.

Remember that your gift helps to spread Baldridge to more schools, hospitals, nonprofits, and businesses, and helps to provide quality medical care, better education, and to improve the lives of people in communities across the United States and around the world.

And what do you get in return? We will recognize your generosity by including your name as a supporter in the 2019-2020 Journal of Performance Excellence. But the real motivation ought to be giving because, as Rita Gil at a time, cited by this, you will be changing the world for the better. As Mahatma Gandhi said, "The simplest acts of kindness are by far more powerful than a thousand heads bobbing in prayer."

Help spread the word. Our goals for this #GivingTuesday are to raise significant contributions and to expand our social media reach by adding new followers on Twitter (@BaldridgeFDN), new likes of the Baldridge Foundation Facebook page (www.facebook.com/BaldridgeFoundation), and new Instagram followers (@BaldridgeFDN).

Whether you can donate or not, please assist us by following our social media accounts and sharing our #GivingTuesday message with your friends and colleagues.

As a special thank you to the first fifteen people who donate \$500 or more on Giving Tuesday, we will send you a copy of Chris Blank and Jay Cooper's biography of the Baldridge: the Cowboy in Reagan's Cabinet, signed by Max Baldridge's daughter, Molly Baldridge.

On this Giving Tuesday, let's remember those people whose lives are longer, healthier, and more full of opportunity because of 30 years of Baldridge.

And let us give so that tomorrow and the next day and the day after that, Baldridge continues to be a viable enterprise, and continues to change lives.

Thank you for supporting the Baldridge Foundation.

# 168% INCREASE OVER 2018!

- |                       |                      |                          |
|-----------------------|----------------------|--------------------------|
| Al Faber              | Glenn Crotty M.D.    | Mark Wayda & Julie Davis |
| BaldridgeCoach, Inc.  | Harry S. Hertz Ph.D. | Monica Stone (Ray)       |
| Bill Wing             | James E. Ralston     | Patricia Curtis          |
| Brian Lassiter        | George & Jane Benson | Robert Fangmeyer         |
| Cherron Blakely       | Janet Johnson        | Rulon F. Stacey Ph.D.    |
| David R. Gifford M.D. | Jennifer Prinz       | Russell Branzell         |
| Diane Akers           | Juan Jose Morales    | Scott R. McIntyre        |
| Diane Brockmeier      | Kay Eggleston Ph.D.  | Steffani L. Webb         |
| E. David Spong, Ds.C. | Kathy Goerd          | Stephen Bonk             |
| Ernie Morton          | Kay Kendall          | Sunil Sinha              |
| Frank Fusco           | Kim Griffiths        | Suresh Nirody            |
| Gillian Garfield      | Kimberly Kinder      | Tony Scott               |
| Glenn Bodinson        | Lowell C. Kruse      | Travis Lozier            |

# 2020 Foundation Awards

## E. David Spong Lifetime Achievement Award

- W. Paul Worstell, Former CEO, Pro-Tech

## Harry S. Hertz Leadership Award

- Jayne Pope, CEO, Hill Country Memorial

## Dr. Curt Reimann Baldrige Scholarship

- Alan Lee Gunnerson, Ph.D., Walden University
- Jason Hazelrigg, Regional Practice Manager, University of Cincinnati

## Award for Leadership Excellence – Government

- Senator Jeanne Shaheen, US Senate, New Hampshire

## Award for Leadership Excellence – Cybersecurity

- Mac McMillan, CEO Emeritus, CynergisTek, Inc.

## Award for Leadership Excellence – Healthcare

- Michelle Tierney, Ph.D., VP of Org Development, Southcentral Fdn
- Ray Montgomery, Special Projects Exec., Former CEO, Unity Health
- Dr. Robert Trenchel, CEO, Yuma Regional Medical Center

## Award for Leadership Excellence – Business

- Lawrence “Larry” Adams, VP Retired, Florida Power & Light
- Gary Floss, Retired Business Leader
- Tom Raffio, CEO, Delta Dental
- Gerry Agnes, CEO, Elevations Credit Union



## Award for Leadership Excellence – Nonprofit

- Linda Vincent, Executive Director, Alabama Performance Excellence Program
- Thomas Donahue, CEO, US Chamber of Commerce

## Award for Leadership Excellence – Education

- Janice Garfield, PH.D., Director, Professional Doctorate Innovation and Assessment, Walden University

MEMORANDUM OF UNDERSTANDING  
BETWEEN

THE COLLEGE OF HEALTH INFORMATION MANAGEMENT EXECUTIVES (CHIME)  
And  
THE FOUNDATION FOR THE MALCOLM BALDRIGE NATIONAL QUALITY AWARD, INC.  
(Baldrige Foundation)

Whereas The Foundation for the Malcolm Baldrige National Quality Award, Inc. (Baldrige Foundation) and the College of Health Information Management Executives (CHIME) have identified collaboration and partnership opportunities.

Whereas Baldrige Foundation and CHIME wish to undertake a Memorandum of Understanding based on shared principles of cooperation, trust, commitment and shared risk and benefit.

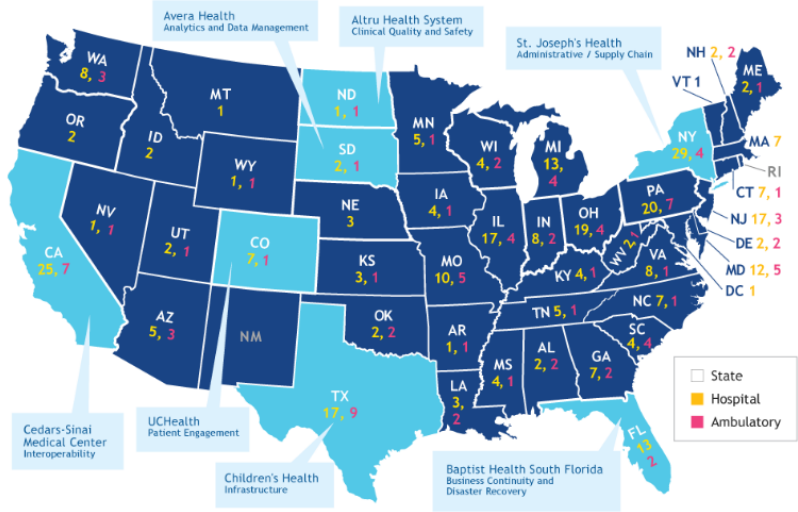
The following articles provide the formal arrangement, roles and responsibilities between Baldrige Foundation and CHIME in undertaking the identified mutually beneficial activities.

1. Under this Memorandum, CHIME and Baldrige Foundation specifically agree to:
  - a. Timely ongoing joint communication;
  - b. Work together to advance IT performance excellence Benchmarking;
  - c. Other agreed and subsequent activities that may be added to this MOU by way of a mutually signed letter between both organizations' CEOs.

Survey as the premier IT performance award around the world. promote and endorse a Cybersecurity award for Cybersecurity. recognize the 'highest achieving' Conference and during the to continue to expand on recognition and collaboratively support each other's, staff assignments and volunteer organization. other opportunities for performance like the activities listed above will be Foundation representatives. Effective term of this MOU is one (1) year from the date of signing. representatives to act as the primary points of contact for all activities resulting from this MOU. (s) from their organizations to lead or

—The CHIME HealthCare's Most Wired Team

2019 Level 7-10 Most Wired Recipients with State Totals



International Participants

Bahrain	Indonesia	Mexico	United Arab Emirates*
Canada	Italy	Saudi Arabia	United Kingdom*
India	Malaysia	Spain	Vietnam

The map lists the number of 2019 Most Wired Level 7-10 certified organizations in each state. In addition, top-scoring organizations in each of the Most Wired Survey categories are called out by the specific category.

\* Home country to Most Wired Level 7-10 certified organizations.



# Foundation Radio Show & Leader Dialogue Website



**Leader Dialogue Radio Show – 1:00 pm ET**  
Episode Guest – P. George Benson, PhD  
Professor of Decision Sciences, College of Charleston  
**Boards of Directors (Current):**  
-Malcolm Baldrige National Quality Award: Chair, Foundation for the Malcolm Baldrige National Quality Award  
-Prometric, Inc: Lead Director, Corporate Governance Committee Chair  
-Crawford & Company: Governance Committee Chair  
-ASCO, Inc: 2024-present Governance Committee Chair

**Leader Dialogue Radio Show – 1:00 pm ET**  
Episode Guest – David Gifford, MD, MPH  
SVP Quality and Regulatory Affairs, American Health Care Association (AHCA)  
- ABOUT DAVID GIFFORD  
LISTEN LIVE ON NOV 1

**Leader Dialogue Radio Show – 1:00 pm ET**  
Episode Guest – Leigh S. Hamby, MD, MHA  
Chief Medical Officer, Piedmont Healthcare  
- ABOUT LEIGH HAMBY  
LISTEN LIVE ON OCT 18

**Leader Dialogue Radio Show – 1:00 pm ET**  
Episode Guest – Scott McIntyre  
Chief Executive Officer, Guidehouse  
- ABOUT SCOTT MCINTYRE  
LISTEN LIVE ON OCT 4

**Leader Dialogue Radio Show – 1:00 pm ET**  
Episode Guest – Rulan Stacey, PhD  
Managing Director, Healthcare Strategy business unit at Navigant  
- ABOUT RULAN STACEY  
LISTEN TO THE PODCAST: LEVERAGING THE BALDRIGE FRAMEWORK TO TRANSFORM A HEALTHSYSTEM

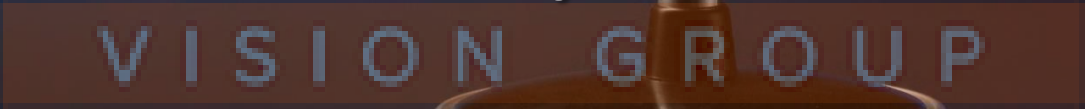
**Leader Dialogue Radio Show – 1:00 pm ET**  
Episode Guest – Nik Buchanan  
Venture Leader, Population Insights @ Care, Phosix Medicines  
- ABOUT NIK BUCHANAN  
LISTEN TO THE PODCAST: PERFORMANCE EXCELLENCE CHALLENGES IN HEALTHCARE

**Leader Dialogue Radio Show – 1:00 pm ET**  
Episode Guest – Lowell C. Krue  
Co-founder and Chair, Communities of Excellence 2020  
Board Member, Baldrige Foundation  
- ABOUT LOWELL KRUE  
LISTEN TO THE PODCAST: THE POWER OF THE BALDRIGE FRAMEWORK



Geoff Duncan  
Lieutenant Governor of Georgia

# Average Downloads 124,000



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

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

# BALDRIGE FOUNDATION INSTITUTE FOR PERFORMANCE EXCELLENCE WHITE PAPER SERIES

Oversight of Organizational  
Performance Management

BALDRIGE FOUNDATION  
INSTITUTE FOR  
PERFORMANCE EXCELLENCE



White Paper 2019-02

INACD

Upcoming Events

<https://baldrigefoundation.org/institute-for-performance-excellence/baldrige-white-paper-series.html>

# Planned Giving Program



BALDRIGE - America's Best Investment

Recognizing our donors, sponsors, and supporters!

Thank You for Your Support



The Honorable  
Malcolm  
"Mac" Baldrige

October 4, 1922 - July 25, 1987

"I always prized the quality of Mac's vision. He had the capacity to look up from the dust of the plains and see the distant mountains."

- President Ronald Reagan

Planned Gifts Supporting a Legacy of Performance Excellence

\* Al Faber

Your Legacy...America's Best Investment  
Planned Giving to the Baldrige Foundation

Charitable Giving through Bequests, Annuities & Trusts

Planned Giving Gift Comparison				
	Bequest	IRA/Retirement	Charitable Trust	Annuity
Revocable	Yes	No	No	No
Minimum Gift Amount	None	None	\$100,000-\$1,000,000	\$10,000
Assets that can be used	Any	Monies within IRA or retirement savings account	Any	Any
Tax Benefits	Estate	Income and Estate	Dependent upon trust	Income and Estate
Will this gift create an income stream?	No	No	Yes	Yes
Can additional gifts be made?	Yes	No	Yes	No
Age limit to making the gift?	None	None	Dependent upon trust	Payment beneficiaries must be at least 60 years of age
Fees or costs to make the gift other than personal legal fees?	None	None	Administrative Fees	None

# 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**

# 2019 Baldrige Award Recipients

Adventist Health White Memorial  
(health care)



Center for Organ Recovery &  
Education (CORE; nonprofit)



City of Germantown (nonprofit)



Howard Community College  
(education)



Illinois Municipal Retirement Fund  
(nonprofit)



Mary Greeley Medical Center  
(health care)



# Now Recruiting Baldrige Fellows for 2020

“This program helped me to grow in how I succeed through leadership, from success by instinct to success by design.”

“Life-changing look into the intersection of organizational values and function.”

“The [program] creates an amazing learning network, which allowed me to tap into the experiences of leaders from across the country.”

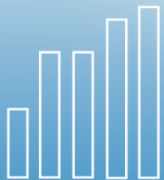
9 years

130 Fellows

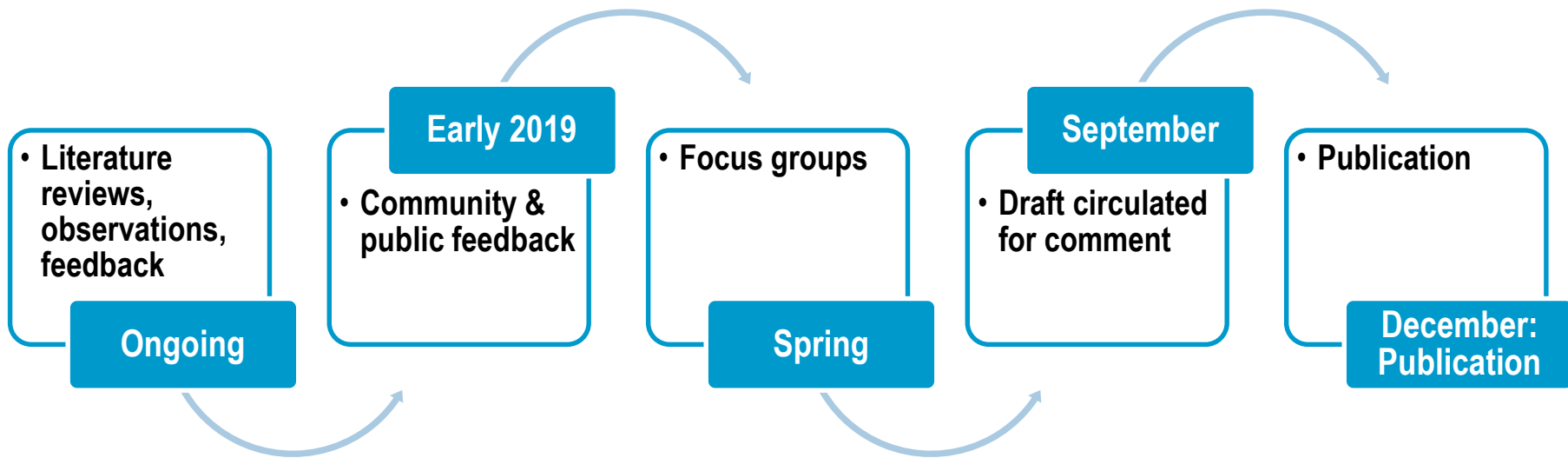


# Scoring Data to Be Prepared for Release

- Blinded 1999–2006 data released in 2010
- Blinded 2007–2019 data to be prepared for release, likely early spring



# Baldrige Framework Revision to Begin





# Net Promoter & Other Satisfaction Scores

59 Quest; 93% rated it valuable/very valuable

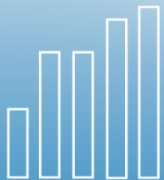
100 Fellows Program

86 Likelihood to recommend the Baldrige framework

86 Criteria relevance

86% satisfied/very satisfied with feedback reports

4.7/5.0 Examiner Training satisfaction



# 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**

# Alliance for Performance Excellence

- **Mission:** “Enhancing Our Members’ Ability to Grow Baldrige-based Performance Excellence”
  - **2020 Baldrige Fall Conference set!**
    - **October 21-22 in Milwaukee**
  - **Continuing work on strategic Task Forces:**
    - **Guidelines for lower levels of Tiered Awards**
    - **Communities of Excellence 2026 partnership**
  - **Collaborating with Baldrige Enterprise on Task Forces**
- **Get Involved:** to find your local Baldrige-based program, visit <http://baldrigealliance.org/>





Baldrige – *America's Best Investment*  
**A Special Thanks to Our Donors & Sponsors!**

The Baldrige Family  
Midge, Molly, &  
Megan

