

Baldrige Glossary **HD**: Performance Excellence

Performance Excellence

The term “*performance excellence*” refers to an [integrated approach](#) to organizational [performance management](#) that [results](#) in (1) delivery of ever-improving [value](#) to [customers](#) and [stakeholders](#), contributing to organizational [sustainability](#); (2) improvement of overall organizational [effectiveness](#) and [capabilities](#); and (3) organizational and personal [learning](#). The [Baldrige Criteria](#) for [Performance Excellence](#) provide a framework and an assessment tool for understanding organizational [strengths](#) and [opportunities for improvement](#) and thus for guiding planning efforts.

Note: [Blue](#) words above are hyperlinks to other [GLOSSARY HD](#) terms and their definitions.

I am pleased to offer the [GLOSSARY HD](#) as a no charge service to Baldrige Criteria users worldwide - [Paul Steel](#)

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