

Application Development Training Agenda

A practicum on producing the 'Final Draft' of a Baldrige application on the first pass.

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4/7/2010

The Application Development Workshop is intended for organizations who have decided to write a Baldrige application for assessment and/or award purposes. It is designed to enable organizations to *'do it right'* the first time, reduce cycle time, and to produce the 'Final Draft' of the application on the first pass. The training and the tools provided enable people with little or no Baldrige knowledge to effectively write a Baldrige application.

Application Development Workshop Agenda

(1 or 2-Day Format)

Date	Time	Work Focus
Application Development Training Workshop		
Day 1	8:30 am – 9:00 am	Session Orientation and Introductions
	9:00 am – 10:30 am	Criteria Understanding and Identification of ' <i>What Information to Capture</i> ' Exercise
	10:30 am – Noon	Understanding how Baldrige Examiners will evaluate your responses to the Criteria questions
	1:00 pm – 2:00 pm	" <i>2010 Guide to a Well-Written Baldrige Application</i> " Review and Use
	2:30 pm – 3:30 pm	Criteria Response Templates demonstration, training and use exercise
	3:30 pm – 4:45 pm	Assessment Information Capture Exercise Orientation
	4:45 pm – 5:00 pm	Lessons Learned

Day 2 (Optional)	8:30 am – 4:45 pm	Category Team Proficiency Exercises – each team will actually write responses to the Criteria questions using the tools provided during the course. Their work will be evaluated and the primary objective is for them to demonstrate competence, understanding, and comfort writing an actual application. Participants may use actual information from their own organization or they may use the case study materials provided.
	4:45 pm – 5:00 pm	Course Conclusion

Note: The second day is designed to make the knowledge gained from the first day actionable by verifying the competency of the participants in writing an effective Baldrige application.

Course Materials List:

- **2010 Baldrige Excellence Criteria** (hard copy version to be provided)
- **2010 Baldrige Excellence Care Criteria – Integrated Version** (to be provided by Paul Steel for duplication by client and distribution to participants and use during course –Internet connection preferred but optional)
- **2010 Guide to a Well-Written Baldrige Application** (to be provided by Paul Steel for duplication, distribution to participants, and use during course)
- **Criteria Response Templates DVD** (to be provided by Paul Steel for duplication and distribution to participants and/or for installation on their computer hard drives during course)
- **Application Development Course Book** consisting of PowerPoint slides (to be provided by Paul Steel, to be duplicated, and distributed to participants for use during course)

For information on pricing and availability, contact:

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