

# In-Depth Baldrige Criteria Explanation Session

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Available in a 1- or 2-day format for public sector, education, health care or private sector organizations

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Gain understanding of the Baldrige Criteria from the most experienced Baldrige trainer with related excellence indicators, best practice examples, videos and PowerPoint presentations from winners. Bonus: Receive Criteria Response Templates, and integrated system of Baldrige Best Practice Process Models, the "Guide to a Well-Written Baldrige Application", and Baldrige metrics commonly used by winners and other high-scoring organizations.

# In-Depth Baldrige Criteria Explanation Session

## Session Content

### MODULE 1: LEADERSHIP EXCELLENCE

- *Leadership* Excellence Criteria explanation, intent, and examples
- Indicators of Excellence explanation for best-performing *Leadership* organizations
- Sharing of Criteria Best Practice Examples learned from assessing leading Business, Health Care, Education, and Public Sector Organizations
- *Leadership Best Practice Process Models* Demonstration (DVD provided during session). These process models allow organizations to compare their processes directly to the best of the winners.
- **PowerPoint** presentations from Baldrige Award recipients explaining how they achieved excellence using the *Leadership Criteria* (DVD)
- **Video:** Baldrige Award Winners share what they learned regarding Leadership Excellence (DVD)
- Discussion, Questions and Answers

### MODULE 2: STRATEGIC PLANNING EXCELLENCE

- *Strategic Planning* Excellence Criteria explanation, intent, and examples
- Indicators of Excellence explanation for best-performing *Strategic Planning* organizations
- Sharing of Criteria Best Practice Examples learned from assessing leading Business, Health Care, Education, and Public Sector Organizations
- *Strategic Planning Best Practice Process Models* Demonstration (DVD provided). These process models allow organizations to compare their processes directly to the best of the winners.
- **PowerPoint** presentations from Baldrige Award recipients explaining how they achieved excellence using the *Strategic Planning Criteria* (DVD provided during session).
- **Video:** Baldrige Award Winners share what they learned regarding *Strategic Planning* Excellence (DVD)
- Discussion, Questions and Answers

### MODULE 3: CUSTOMER and MARKET FOCUS EXCELLENCE

- *Customer/Market Focus* Excellence Criteria explanation, intent, and examples
- Indicators of Excellence explanation for best-performing *Customer-Focused* Organizations
- Sharing of Criteria Best Practice Examples learned from assessing leading Business/Health Care/Education/Public Sector Organizations
- Actual Best Practice Process Models Demonstration (Electronic copies during session)
- **PowerPoint** presentations from Baldrige Award recipients explaining how they achieved excellence using the *Customer and Market Focus Criteria* (DVD provided during session).
- **Video:** Baldrige Award Winners share what they learned regarding *Customer & Market Focus* Excellence (DVD)
- Discussion, Questions and Answers

### MODULE 4: MEASUREMENT, ANALYSIS and KNOWLEDGE MANAGEMENT EXCELLENCE

- *Measurement, Analysis and Knowledge Management* Excellence Criteria explanation, intent, and examples
- Indicators of Excellence explanation for best-performing *Knowledge Management* Organizations
- Sharing of Criteria Best Practice Examples learned from assessing leading Business/Health Care/Education/Public Sector Organizations
- *Measurement, Analysis and Knowledge Management Best Practice Process Models* Demonstration (DVD provided). These process models allow organizations to compare their processes directly to the best of the winners.
- **PowerPoint** presentations from Baldrige Award recipients explaining how they achieved excellence using the *Measurement, Analysis and Knowledge Management Criteria* (DVD provided during session).
- **Video:** Baldrige Award Winners share what they learned regarding *Measurement, Analysis, and Knowledge* Excellence (DVD)
- Discussion, Questions and Answers

### MODULE 5: WORKFORCE FOCUS EXCELLENCE

- *Workforce Focus* Excellence Criteria explanation, intent, and examples
- Indicators of Excellence explanation for best-performing *Workforce-Focused* Organizations
- Sharing of Criteria Best Practice Examples learned from assessing leading Business/Health Care/Education/Public Sector Organizations
- *Workforce Focus Best Practice Process Models* Demonstration (DVD). These process models allow organizations to compare their processes directly to the best of the winners.
- **PowerPoint** presentations from Baldrige Award recipients explaining how they achieved excellence using the *Workforce Focus Criteria* (DVD).
- **Video:** Baldrige Award Winners share what they learned regarding *Workforce Excellence*
- Discussion, Questions and Answers

## MODULE 6: PROCESS MANAGEMENT EXCELLENCE

- *Process Management* Excellence Criteria explanation, intent, and examples
- Indicators of Excellence explanation for best-performing *Process Management* Organizations
- Sharing of Criteria Best Practice Examples learned from assessing leading Business/Health Care/Education/Public Sector Organizations
- *Process Management* Best Practice Process Models Demonstration (DVD). These process models allow organizations to compare their processes directly to the best of the winners.
- **PowerPoint** presentations from Baldrige Award recipients explaining how they achieved excellence using the ***Process Management Criteria*** (DVD provided during session).
- **Video:** Baldrige Award Winners share what they learned regarding *Process Management* Excellence
- Discussion, Questions & Answers

## MODULE 7: BUSINESS RESULTS EXCELLENCE

- *Results* Criteria explanation, intent, and examples
- Indicators of Excellence explanation for best-performing *Results* organizations
- Sharing of Criteria Best Practice Examples learned from assessing leading Business/Health Care/Education/Public Sector Organizations
- Commonly used metrics summary from Baldrige winners (Electronic copies during session)
- **Video:** Baldrige Award Winners share what they learned regarding *Results* Excellence
- Discussion, Questions & Answers

## MODULE 8: PERFORMANCE COMPARISON METRICS

- Criteria Item 7.1: Product/Healthcare/Student Learning Outcomes
- Criteria Item 7.2: Customer-Focus Results
- Criteria Item 7.3: Financial and Market Results
- Criteria Item 7.4: Workforce-Focus Results
- Criteria Item 7.5: Process Effectiveness Results
- Criteria Item 7.6: Leadership and Social Responsibility Results

## TO SUM IT ALL UP

- Gain a complete understanding of the Baldrige Criteria for Performance Excellence and an electronic version with 'one click' access to all key Criteria terms to ensure correct understanding
- Obtain an understanding of what Baldrige winners learned in pursuing excellence in each Criteria Category in the form of videos and PowerPoint presentations
- Gain knowledge of what Paul Steel has learned directly from hundreds of assessments of Baldrige Criteria-using organizations worldwide for each Criteria Category
- Obtain a fully operational *Total Integrated Excellence System of Best Practice Process Models* enabling improvement in all areas of the Baldrige Criteria

Note: A DVD will be provided for distribution to the participants containing the following:

- All course presentation materials
- An electronic copy of the Baldrige Criteria for Performance Excellence that links to the definitions of all key terms in the Criteria to ensure consistent understanding.
- A menu of metrics commonly used by the Baldrige winners and other high-scoring organizations.
- A video of Baldrige winners for each of the seven Baldrige Criteria Categories explaining their views on achieving excellence.
- PowerPoint presentations from Baldrige winners for each of the Criteria Categories
- Criteria Response Templates that facilitate application writing
- A Best Practice Process Models for all Criteria Categories and the Total Integrated Baldrige Excellence System – this includes all processes and all hyperlinks among the processes
- Guide to a Well-Written Baldrige Application

Contact Paul Steel for additional information and pricing.

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