TOTAL BALDRIGE MANAGEMENT SYSTEM

Figure 1.1a-_: Leadership Process

Leadership System

Knowledge Sources: Environmental Assessment and Evaluation findings from Strategic Management Model

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Collect, aggregate and analyze leadership information

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Ensure alignment to Strategic Management Model

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Ensure development of employees and suppliers/partners

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Prioritize: ideas, plans, initiatives, actions, best-practice goals

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Apply Work-Job Design and Management process to establish an environment conducive to empowerment and innovation

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Approve strategy/resources, set directions, create opportunity

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Communicate and reinforce values, expectations, and learning

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Assess leadership, Board, and leadership system effectiveness

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Apply improvement process to opportunities identified

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Ensure fiscal integrity in organizational transactions

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Establish effective and transparent governance system

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Ensure good corporate citizenship and community support

Leadership System

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