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## THE ALLIANCE FOR PERFORMANCE EXCELLENCE NEWSLETTER

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*"Enhancing the Growth and Sustainability of Baldrige Focused Programs"*

[www.baldrigepe.org](http://www.baldrigepe.org)



March, 2012

### A Message from the Chairman

Brian Lassiter, Chair

Alliance for Performance Excellence (Minnesota)

Hello state/local directors and stakeholders of the Alliance:

You all probably saw the email from Dawn Bailey around March 12 (entitled "Enterprise Meeting Underscores Spirit of Collaboration," found on the next page). As the email conveys, a vision for the Baldrige Enterprise is taking shape. I would encourage you to communicate the emerging vision within your state/local networks -- it's a good news story as we build this business model together!

Speaking personally, I am very encouraged by the progress that all four partners (BPEP, the Alliance, the Baldrige Foundation, and ASQ) are making to create an integrated Baldrige Enterprise that leverages all stakeholders' core competencies, eventually promotes more consistency and less redundancy in the system, and fosters growth and increased impact in our collective work. There are many details that still need to be addressed, but I am confident that we collectively are creating a path forward to sustain and grow the Baldrige Enterprise -- not only for the benefit of state/local programs, but more importantly, for the organizations and stakeholders we all serve and for the improvement of our country.

To realize our vision of a more integrated system (and to begin to consider how we create standards that promote more consistency across the Enterprise), the Baldrige Enterprise will be launching several task forces in the near future (this, by the way, is consistent with the Alliance's 2012 plans approved by the board in our January retreat). Many of you have already expressed interest in getting involved, and the time is approaching for that to happen! Though the task forces are not yet final, we are considering the following:

- 1) Award process (dealing with all aspects of evaluation and the award process, such as independent review, consensus, site visit, examiner software, judging, feedback reports, etc.);
- 2) examiner training; non-Award assessments;
- 3) conferences;
- 4) partnerships (with consultants, associations, and international programs);
- 5) other income streams (grants, sponsorships, memberships); and
- 6) marketing/communication.

Those may shift a little, and there may be others as the Baldrige Enterprise leadership continues to discuss our short- and longer-term priorities. If you—or someone in your program (an expert examiner, judge, board member, other staff member)—are interested in serving on any of these task forces, please let me know. And we may come tap some of you directly as well, knowing that each of your programs has resources and talents that could help design our future.

Finally, please consider attending our first interactive conference call for Alliance members on **Wednesday, April 4 from 12:00-1:00 PM CT**. We will talk about the Baldrige Enterprise vision and transition, as well as the 2012 Alliance plans; details are forthcoming. I look forward to seeing many/most of you in DC next month for Quest for Excellence.

Brian Lassiter  
Chair, Alliance for Performance Excellence (Minnesota)

*"Enhancing the Growth and Sustainability of Baldrige Focused Programs"*

[www.baldrigepe.org](http://www.baldrigepe.org)

## Enterprise Meeting Underscores Spirit of Collaboration

March 12, 2012

With a great deal of optimism and the spirit of collaboration, as well as the acknowledgement of a great deal of work ahead, the senior leaders of the Baldrige Enterprise met on February 29 to achieve consensus on the vision of the Enterprise and a rough timeline to accomplish it. In order to consider the myriad of possibilities open to the Enterprise and not be held back by current realities, the leaders chose 2020 as the goal to achieve the vision.

Brian Lassiter, chair of the Alliance for Performance Excellence; Debbie Collard, chair of the Foundation for the Malcolm Baldrige National Quality Award; David Spong, former chair of the foundation and ASQ board and a two-time Baldrige Award recipient CEO; Paul Borawski, CEO of ASQ; Harry Hertz, director of the Baldrige Performance Excellence Program (BPEP); and Bob Fangmeyer, deputy director of BPEP, met in Gaithersburg, MD, to iron out the Enterprise's vision: *To enhance the competitiveness, quality, and productivity of organizations through an integrated, financially sustainable Baldrige Enterprise with a strong core program and strong partner programs that carry the Baldrige brand/name.*

The ten most important elements for the Baldrige Enterprise were determined:

1. Integrated model: organization structured around the Baldrige Foundation, the core program, and partners, with a centralized and distributed work model (core program includes the Baldrige Program while partners include state and local programs, ASQ, and potentially other programs)
2. Stakeholder governance model, which includes a governing board comprised of the Baldrige Foundation, ASQ, the Alliance, and the National Institute of Standards and Technology (where BPEP is located), plus representation from the volunteer workforce, Baldrige Award recipients, and other partners
3. Retained and strengthened Presidential ties and prestige
4. Globally recognized Baldrige brand as the strategic framework in which performance improvement tools fit and with the reinforcement that the brand is more than just the Award
5. Expanded public and private partnerships for revenue, reach, and impact
6. Operational solvency, with endowment income devoted to the public good
7. Readily available and widely accepted evidence base to demonstrate the efficacy of Baldrige
8. Engaged and effective large, diverse volunteer workforce
9. Rigorous, credible, and ethical enterprise, with confidentiality built into assessment processes
10. Balanced participation across industry sectors

Each of these elements will be considered in the design of organizational structure, processes, and shared strategy for the Enterprise.

The senior leaders also met with BPEP staff to assure them of the Foundation's support and to share some of the effort and spirit of collaboration between the members of the Enterprise.

Next steps include:

- Improvement of coordination and communication, with the agreement to think and act as though the Enterprise already exists
- Identification of processes that need to be brought into alignment between the Alliance and BPEP, as well as a rank order based on dollar impact and timing
- Continued weekly planning calls

The senior leaders agreed that Baldrige is very important, and the programs of the Enterprise, from the core program to all the partner programs, and the people who have built them over the years, deserve the best effort to grow into the future. From their vantage, the senior leaders said, Baldrige has never been more important.

Watch for more information/details about the emerging Enterprise model, and if you want to get involved, let the Enterprise leaders know.

Dawn Bailey  
Baldrige Performance Excellence Program

## Upcoming Dates

Leadership Committee Meetings ..... March, June & November @ 3:00pm to 5:00pm Central  
Board Meeting @ Quest.....Sunday, April 15, 2012 (Conf. 4/16 - 18)  
Board Meeting via Teleconference .....July 2012  
Board Meeting @ Arizona Regional Conference ..... Thursday, Sept 27, 2012

## Process for Alliance Website Changes

*Submitted by Brian Loebig, Alliance Tech Manager*

In order to streamline requests for support and updates on the Alliance website, a web-based "Tech Request Form" has been created. Use this tech support form to request updates to the Alliance website and all other support **not** related to Scorebook Navigator. Your request will be reviewed by the Alliance Treasurer and Technology manager, then batched and prioritized. Emergency requests for support can be sent directly to [alliancetechnmgr@gmail.com](mailto:alliancetechnmgr@gmail.com).

The Tech Support Request form can be found on the "Events and Resources" section of the Alliance website under the "Board Resources" section. Here is a direct link to the support request page:

<http://www.baldrigepe.org/alliance/board/techsupport.aspx>.

## Marketing Committee

*Submitted by Joe Musikowski, Marketing Committee Chair, Alliance for Performance Excellence Board of Directors*

- The Alliance has entered into a three-way collaboration agreement with The Alternative Board (TAB) and BPEP. TAB helps small business owners address their challenges and opportunities through peer advice and coaching. As a first step in building the collaboration, several TAB facilitators have volunteered to become examiners for the Baldrige and state programs. In the future, TAB and the Alliance will be working to develop more interaction between their coaches and their respective state and local programs across the country. Terry May, a TAB member and president of MESA Products, a 2006 Baldrige Award small business recipient, summed up the potential synergy: "TAB is a great resource for learning and sharing with my peers, providing real-world, practical guidance to help me improve and grow my business. The Baldrige process, both at the state and national levels, helped me take MESA to an even higher level of performance and achieve breakthrough results. So, a partnership between local TAB boards and state Baldrige Programs will be a great resource for small businesses."
- The Baldrige Return on Investment (ROI) PowerPoint presentation has been updated to include new information relevant to the value of using the Baldrige framework. The presentation is intended for customization and use by Alliance member programs. You can access the file in the Baldrige Resource Library (see the next page). Thanks go to Anne Cutrumbes for her work on this project.
- The Alliance will have a booth at the upcoming Quest for Excellence conference in Washington in April. In addition, Alliance members have been participating with BPEP in exhibiting at several other national conferences. As we transition to an integrated model for the Baldrige program, we plan to expand these joint efforts, and will be calling on local program representatives to participate at future conferences when feasible. The Alliance will have a booth at the upcoming Quest for Excellence conference in Washington in April. In addition, Alliance members have been participating with BPEP in exhibiting at several other national conferences. As we transition to an integrated model for the Baldrige program, we plan to expand these joint efforts, and will be calling on local program representatives to participate at future conferences when feasible.

## Baldrige Resource Library

This is reminder that one of the best sources for information about the Baldrige process is at your fingertips. The Alliance website includes the Baldrige Resource Library, which contains hundreds of reference articles on best practices across all industries, as well as background information on application writing, assessment methods and other relevant topics. Go to <http://www.baldrigepe.org/alliance/> and click on the *Baldrige Resource Library* link near the top of the page. There is no charge to access this information, but a one-time registration is required. Please pass this useful link on to your program's members, examiners and applicants.



## Assessing the Future of the Baldrige Enterprise

*Submitted by: Joe Musikowski, Marketing Committee Chair, Alliance for Performance Excellence Board of Directors*

In Chinese, the word for danger is *wei xian* and the word for opportunity is *ji huay*. Westerners have seized on the coincidence that the Chinese word for crisis is *wei ji*, seemingly a combination of the words and characters for “danger” and “opportunity.” While linguistically incorrect, this notion does have some value in assessing the current state of the Baldrige program. Elimination of federal funding for the Baldrige program presents an opportunity to evaluate new approaches to build a sustainable program.

Towards that end, representatives from the various stakeholders – senior leaders of BPEP (Harry Hertz and Bob Fangmeyer), the Baldrige foundation (Debbie Collard and David Spong), the Alliance (Brian Lassiter and Katie Rawls), and ASQ (Paul Borawski) – have been meeting as a Baldrige Enterprise Transition Team since November to develop a plan for an integrated Baldrige enterprise. The team is concentrating on creating a new business model, fundraising, cost reduction, communication, and other transition issues. Some of the decisions and actions that have already been taken that affect state and local programs include:

- Changing Eligibility Requirements to shift demand into the state programs.
- Reducing the number of conferences at which Baldrige will exhibit, and better coordinate appearances at conferences between BPEP and the Alliance.
- Having host states for the Baldrige Regional Conferences take more responsibility for conference planning and execution.
- Now having states reimburse for BPEP travel expenses to state conferences.

The Alliance Board of Directors met on January 27 to develop consensus on a vision and a possible structure for the Baldrige Enterprise, and also identified possible areas for standardization among the national, state and local programs to promote both consistency and efficiency. These areas may include examiner training, application tiers/levels, judging, and feedback reports. During the coming year, we will solicit input from Alliance members to begin development of common approaches for some of these elements.

Using some of the outcomes from the Alliance meeting, the Transition Team met on February 29 to build consensus on the vision of the Enterprise: *To enhance the competitiveness, quality, and productivity of organizations through an integrated, financially sustainable Baldrige Enterprise with a strong core program and strong partner programs that carry the Baldrige brand/name.* The team also developed guiding principles and a framework for the integrated Enterprise model, including a governance model. These will be considered in the design of organizational structure, processes, and shared strategy for the Enterprise.

While much work needs to be done, there is great energy and enthusiasm on the part of all involved to develop a robust, sustainable Baldrige Enterprise. Program Directors for state and local programs should make current and potential applicants aware that the Baldrige Enterprise is **not** going to wither away, but will emerge as a renewed force for organizational improvement. We will keep you informed on news and developments as they occur.

## State Programs

### Arizona

*Submitted by Karen Shepard, Executive Director*

We are pleased and proud to continue our partnership with the Intel Corporation for the Mentoring and Planning Services (MAPS) Program — a program is designed for not-for-profits, educational entities and government agencies, offered to them free of charge.

What is Quality MAPS?

- It's a form of skills-based volunteering focused on quality outcomes
- A means for local organizations to benefit from Intel's resources and experience
- It's a way to do good and positively impact communities

The Intel Corporate Quality group provides skill-specific volunteers as mentors to small and medium-sized organizations throughout Arizona. Through Intel's "Skills-based Volunteering" Program, Intel Quality employees are matched to organizations based upon their experience, skill sets, passion and certifications. These volunteers provide mentoring and assist organizations with training in quality skills and accomplishment of quality objectives.

Intel is currently planning to expand the MAPS Program into California, Massachusetts, New Mexico, Oregon, and Texas where they have existing plants and employees. We are honored that Intel will be modeling their future state programs on the Arizona program due to the its great success here and how well this partnership works with Baldrige state programs.

For more information on the AQA/Intel MAPS Program or to read more Arizona News, [click here for the Arizona Quality Alliance Newsletter](#).

### Florida

*Submitted by Perry Dollinger, Events and Marketing Manager*

#### **"CELEBRATING TODAY—BUILDING TOMORROW" 20TH ANNUAL STERLING CONFERENCE MAY 29-JUNE 1, 2012 (ORLANDO)**

The Florida Sterling Conference is one of the best professional development experiences an organization can offer its employees. Participants have the opportunity to interact with over 700 business professionals from across Florida and the United States. This one-stop source for education enables participants to benchmark the best practices of companies from across the nation and achieve performance excellence. At the end of each session, presenters will provide participants a tangible take-away tool or technique that they can take back to their organizations. In addition, a special group registration rate of \$795.00 has been establish for all Alliance for Performance Excellence Members. This is a cost savings of \$200 off the Standard Registration Price. Enclosed are links to the overview page and registration form. Please be sure to select the group box to get the special rate. For additional information, please access the Sterling Conference website below.

**Conference Overview:** <http://www.floridasterling.com/annual-conference-overview.php>

**Registration Form:** <http://www.floridasterling.com/assets/pdf/2011/october/2012-conference-registration-form-early-bird.pdf>

## **2ND ANNUAL FLORIDA'S HEALTHCARE SYMPOSIUM, MAY 29, 2012 (ORLANDO)**

Join close to 300 leaders on May 29 from healthcare and business organizations throughout Florida and the nation as we share cutting-edge best practices in healthcare processes, such as quality of service and clinical outcomes, and how this directly connects to the changes brought about by healthcare reform. We will explore specific ways that the Baldrige/Sterling management system can help you drive performance outcomes in customer service, financial, and stakeholder results that positively impact your bottom line and organizational sustainability. You will also have the unique opportunity to network with leaders from various industries including healthcare providers, insurers, public health professionals, businesses, and government as we share knowledge and issues that will affect the future of our healthcare system. For additional information and to register, please access the Florida Healthcare Symposium website link: <http://www.floridasterling.com/florida-healthcare-symposium.php>.

## **3RD ANNUAL FLORIDA'S EDUCATION SUMMIT, MAY 29, 2012 (ORLANDO)**

"Building for Student Success"

The 3rd Annual Florida Education Summit is scheduled for 8:00 AM–4:30 PM, Tuesday, May 29, 2012 at the JW Marriott Orlando Grande Lakes. Join leading educators throughout Florida and the nation in sharing cutting-edge best practices and benchmarks. This event is your best source for capturing innovative ideas and exciting new processes to implement in your school or district as we work together to make our education system number one. For additional information and to register, please access the Florida Education Summit website link: <http://www.floridasterling.com/florida-education-summit.php>.

## **FLORIDA STEM MANUFACTURING & EDUCATION FORUM, MAY 31, 2012 (ORLANDO)**

12:30 PM–6:00 PM

"Manufacturing with a Stellar Workforce. Innovation for Results."

### ***What?***

All roads converge at the intersection where manufacturing, education and workforce excellence come together. It is in STEM (Science, Technology, Engineering, and Mathematics) where real work needs to happen to create a state of excellence. In this forum, leaders will:

- Hear the vision
- Share best practices
- Commit to building best practices in their organizations

### ***Why?***

One of the Governor Scott's top initiatives is growing jobs, and he has made STEM jobs a priority in his budget priorities for 2012-13. Manufacturers have jobs that cannot be filled with the talent available. The Florida STEM Manufacturing & Education Forum is connecting education and manufacturing to grow jobs in Florida and be the economic development driver for each region. The Florida Sterling Council and the MAF Center for Advanced Manufacturing Excellence (MAF Center), co-hosting this forum, will bring together stakeholders to share best practices across the manufacturing and education industries.

Until now, there has been no statewide leadership forum to bring together schools, workforce boards, manufacturers and key stakeholders to have collaborative dialogue, share best practices from the best in Florida, and give all organizations the tools to put Florida on the right track. We are encouraging not only Florida based organizations to attend, but nationwide. For additional information and to register, please access the Florida STEM Manufacturing & Education Forum website link: <http://www.floridasterling.com/STEM-Manufacturer-Education-Forum.php>.

## The Partnership for Excellence

*Submitted by Al Faber, President & CEO*

The Partnership for Excellence (TPE) is excited to announce that our action plan for growth in Indiana & West Virginia is well ahead of schedule and already producing a significant return on investment. This cycle, four applicants from outside of Ohio are currently receiving site visits based on their full applications, and both states have applicants in our Advising & Partnering Program, designed for those beginning their Baldrige journey. Membership is growing throughout the region and stakeholders from all three states are serving as volunteers, examiners, trainers, judges, and board members. This engagement across the entire TPE region is strengthening our program and growing TPE beyond initial expectations. We are exceptionally proud that Scheck Medical Center has been named a 2011 MBNQA Recipient. Schneck was a 2009 Applicant in our state program and has leveraged that experience in their Baldrige journey. They have become a leader throughout our region and their President/CEO Gary Meyer was recently nominated to our Board of Trustees. TPE's 2012 Quest for Success Conference will host a reception in honor of Schneck Medical Center's achievements on Sunday, September 9, 2012 at the Polaris Hilton in Columbus, Ohio.

Also, TPE will hold its first region-wide Webinar on April 4, 2012 from 9:00 AM–10:30 AM. The Webinar will highlight The Kettering Health Network's Journey to Performance Excellence. Kettering Health Network (KHN) was a 2010 TPE Platinum-level award recipient, and in 2011 their community (Dayton, Ohio) was named one of the best places to live in the United States for quality health care by HealthGrades®. In 2012, U.S. News & World Report selected KHN as one of America's best Regional Hospitals.

To learn more about TPE please visit our website at: [www.thepartnershipforexcellence.org](http://www.thepartnershipforexcellence.org).

## Rocky Mountain Performance Excellence

*Submitted by Jeanne Brown, RMPEX Board Chair*

### **CPEX BECOMES RMPEX**

Major changes occurred for the Colorado Performance Excellence, Inc. (CPEX) program on September 1, 2011. As a result of the Alliance's States Without Programs, Montana and Wyoming have been officially brought under a regional umbrella that has been registered under the trade name, Rocky Mountain Performance Excellence, Inc. (RMPEX). Products and services provided by RMPEX are now offered to these two states, as well as Colorado organizations. Incorporated in 2000, CPEX/RMPEX is a 501(c) (3) non-profit corporation that helps organizations improve performance and achieve results.

The organization is funded solely by contributions and operational revenues and is one of over 30 similar state programs that exist throughout the U.S. The approach is based on the Baldrige criteria for Performance Excellence framework, a proven program that brings innovation and results to any organization. RMPEX offers a 4-stage approach to excellence: High Plains, Foothills, and Timberline, ultimately reaching the Peak, which is equivalent to the Baldrige award.

At the same time that the organization name changed, Kim Griffiths stepped into the role of RMPEX Executive Director (ED). She transitioned into the position that had been held by Tom Mauro for the past 9 years. Mr. Mauro served as ED for the organization since 2002 during which over 120 organizations utilized CPEX/RMPEX products and services to advance their journey toward performance excellence.

Kim Griffiths worked as a senior manager for 25 years in healthcare and insurance sectors. She volunteered with CPEX, initially as an examiner in 2003, as a board member and examination team leader in 2005 and most recently as volunteer Vice Chair of the CPEX Board of Directors. Ms. Griffiths has led the organizing committee for the annual CPEX Quest for Excellence event that is held each fall to recognize the accomplishments of applicants and volunteers. Kim holds a bachelor's degree in nursing from Loretto Heights/Regis University and a master's degree in Healthcare Systems from the University of Denver.



Jim Walker continues with the organization in his role of Award Program Director. He uses his extensive experience and knowledge to assure applicant and examiner processes are deployed and improved.

The Board of Directors looks forward to partnering with Kim and Jim to strategically extend the organization into Montana and Wyoming while engaging with more Colorado organizations committed to continuous learning and improvement.

## **TENNESSEE**

*Submitted by TNCPE*

### **19<sup>th</sup> ANNUAL EXCELLENCE IN TENNESSEE CONFERENCE WELCOMES LEADERS FROM SIX BALDRIGE AWARD RECIPIENT ORGANIZATIONS AND THE FLORIDA STATE PROGRAM**

More than 250 senior leaders representing over 100 diverse organizations from across the state of Tennessee gathered for the 19<sup>th</sup> Annual Excellence in Tennessee Conference in Franklin on February 22. Attendees heard from six Baldrige National Quality Award recipients, including keynote addresses from 2011 winner Schneck Medical Center and 2010 winners Freese and Nichols and Montgomery County Public Schools. TNCPE also invited the Florida Sterling Council to Tennessee to present a “Baldrige for Beginners” workshop. Pat Sciarappa, Florida Sterling’s Organizational Development Director, conducted the full-day session, which was a huge hit with attendees who are new to Baldrige and our program.

### **AWARDS BANQUET DRAWS LARGEST AUDIENCE IN A DECADE**

On the evening of February 22, more than 450 individuals gathered to celebrate 35 organizations at the Excellence in Tennessee Awards Banquet. It was the largest gathering in over a decade! In addition to the applicant awards that were presented, TNCPE gave out two special awards. These individual awards always generate extra excitement (not to mention more attendees) to the event.

The annual *Ned R. McWherter Leadership Award*, named in honor of one of TNCPE’s founding fathers, was presented to an individual who is dedicated to the principles of the *Criteria for Performance Excellence*, has furthered performance improvement beyond the boundaries of his/her organization and is committed to the core values of the Tennessee Center for Performance Excellence program.

TNCPE also presents a *Champion of Excellence Award* to an individual who has been a role-model in the pursuit of performance excellence within his or her organization.

### **GOVERNOR HONORS TNCPE EXAMINERS**

Members of the 2011 TNCPE Board of Examiners received a special message from Governor Bill Haslam after completing their work in December. A personalized letter was sent out from the Governor’s Office to each of the 175 individuals who gave their time and talents to help fulfill TNCPE’s mission of “driving organizational excellence in Tennessee.” The letters were a big hit with our volunteer examiners. If you’d like to see a copy or learn how to make a similar request, contact [Michelle Mowery Johnson](#) in the TNCPE office.

### **TNCPE DEVELOPS BALANCED SCORECARD**

TNCPE has developed its first balanced scorecard to measure progress toward accomplishing our strategic and operational goals. Our balanced scorecard comes as a result of the Feedback Report TNCPE received after completing an Organizational Profile, which was made possible through a grant from NIST.

### ONLINE ALTERNATIVE ASSESSMENT - BALDRIGE EXPRESS

Organizations that are beginning their journey look for support from the Alliance and S&L Programs on how to get started. Many organizations do not have the resources necessary to begin writing their first narrative application – even at the item-level. Since 1997, the National Council for Performance Excellence (NCPE) has provided an alternative online assessment option to partnering S&L Programs.

#### Organizational Benefits:

- Great entry point to organizational self-assessment with an easy, quick approach
- Alternative approach for those who do not have access to the resources to complete a narrative application
- Assess multiple locations, levels, departments by establishing demographic values
- Available online 24/7
- Introduces the Criteria to participants involved in the process
- Involve a cross section of staff in the assessment process to get internal feedback
- Receive a comprehensive Feedback Report within **three days** upon completing the assessment
- Receive valuable benchmarking data from similar organizations within or outside your industry
- Identify organizational strengths and opportunities, as well process gaps through a demographic comparison
- Utilize the feedback as a source to initiate improvement plans and strategic planning

#### State Program Benefits:

- Engage your customers as entry point to organizational self-assessment
- Create an additional revenue stream
- Involve organizations throughout the year to assess their performance, not just during the award cycle
- Gauge the level of performance to recommend completing a higher level application
- NCPE provides full support throughout the assessment timeline as the third party administrator
- NCPE provides coaching, training, and marketing materials
- Offer value-added services and programs along with the Assessment process (pre-training or improvement planning)
- Recognize organizations at one of your award levels

#### Partnering Alliance Members:

Colorado Performance Excellence, Illinois Performance Excellence, Granite State Quality Council, Iowa Quality Center, Kentucky Center for Performance Excellence, Louisiana Quality Foundation, Michigan Quality Council, Minnesota Council for Quality, Tennessee Center for Performance Excellence, Vermont Council for Quality, Washington State Quality Award, and Wisconsin Center for Performance Excellence.

#### How do you get started?

Call Laurie Emerson, Director of NCPE and Executive Director of Vermont Council for Quality at 802-655-1922 or view a demo at: [www.PerformanceExcellence.com](http://www.PerformanceExcellence.com) and click on **Baldrige Express Demo**.

## **BALDRIGE EDUCATION ONLINE SELF-PACED CURRICULUM**

The Vermont Council for Quality is pleased to announce that ten Alliance Members have registered to use the Baldrige Education Online Curriculum that was developed for Alliance Members and funded by the Baldrige Performance Excellence Program to advance the awareness, knowledge, and understanding of Baldrige for the education community. This online self-paced curriculum consists of nine modules, each about 15 minutes in length and includes videos, articles, and other best practice examples from K-12 and Higher Education Baldrige Award recipients. The online tool uses a three-tiered registration process so that each Alliance Member can brand their web page with their logo and colors. Education organizations register through your program to use the curriculum. The curriculum includes a Facilitator's manual offering suggestions on value added activities to use with the self-paced curriculum.

### **Learn more:**

- Login to the Alliance website and go to the "Alliance Library"
- Go to "Curriculum and Training Project Materials"
- Go to "Web-based education curriculum"
- Download the two manuals "Facilitator manual" and "S&L Administrator manual" that will walk you through each step of the process

### **Get Started:**

- Go to [www.BaldrigeEducation.org](http://www.BaldrigeEducation.org)
- Click the "Register" link
- Click "State Registration"
- Questions? Call Laurie Emerson at 802-655-1910

# Secretary's 2012 Carey Performance Excellence Program Veterans Affairs

## Recruiting for Examiners

*"A moment's insight is sometimes worth a lifetime of experience."*

The Department of Veterans Affairs is actively looking for volunteers to serve on their Board of Examiners (BOE) for the Secretary's 2012 Robert W. Carey Excellence Awards Program.

The Secretary's Carey Awards are modeled after the Baldrige Performance Excellence Awards, and are the Department's highest awards for organizational performance excellence in serving America's Veterans.

For the past 20 years, the Secretary's Robert W. Carey Excellence Awards Program has provided a forum to recognize VA organizations with exemplary approaches to systems management that achieve excellent results for America's veterans.

This is a great opportunity to help the VA better serve the Veterans who have sacrificed so much for our freedom. We are actively recruiting new, experienced, and senior levels examiners for the 2012 program.

If interested, please contact Ms. Diane Burton at 202-632-7291, [diane.burton@va.gov](mailto:diane.burton@va.gov), or visit our website below.



*Bet you want to hear and learn more - so why not submit your registration form  
and come join us!*

*Visit our web site:* [http://www.va.gov/OP3/Enterprise\\_Program\\_Management\\_Office.asp](http://www.va.gov/OP3/Enterprise_Program_Management_Office.asp)

## 2012 Robert W. Carey Program

### Registration Information

#### **General Instructions**

Four days of training in one of two weeks in the Washington, DC area is required for all examiners in June, followed by four days of examiner team “Consensus” in one of two weeks in the Washington, DC area in July is required for all members of the BOE. Examiner trainings weeks are June 19-22 and June 26-29. Consensus weeks are July 24-27 and July 31 – August 3, 2012.

- Make sure you can commit to the hours needed to attend training and participate in a consensus week.
- Check the date(s) of training to make sure they do not conflict with your schedule.
- Check the registration due date for the training you are interested in.
- Indicate you want to serve as a member of the Robert W. Carey Board of Examiners (BOE).
- Ensure your manager reviews and approves the training and examination dates.
- Mailing addresses – Only physical addresses will be accepted. Some materials may be sent to you by FedEx and a physical address is required.
- VA employees, your manager’s signed approval must be included.

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**For demonstrated use of Carey/Baldrige performance excellence criteria as a framework for continuous improvement. Using the criteria to assess performance and compare to validated best practices is a proven method for improving products and services for veterans.**

#### **THE SECRETARY’S 2011 ROBERT W. CAREY PERFORMANCE EXCELLENCE AWARD RECIPIENTS**

##### **TROPHY WINNER(S)**

Veterans Health Care System of the Ozarks  
*Fayetteville, Arkansas*

##### **PERFORMANCE EXCELLENCE WINNER(S)**

Southern Arizona VA Health Care System  
*Tucson, Arizona*

James H. Quillen VA Medical Center  
*Mountain Home, Tennessee*

Central Texas Veterans Health Care System  
*Temple, Texas*

##### **PERFORMANCE ACHIEVEMENT WINNER(S)**

VA Palo Alto Health Care System  
*Palo Alto, California*

VHA Center for Engineering & Occupational  
Safety and Health

##### **CIRCLE OF EXCELLENCE WINNER(S)**

Central Arkansas Veterans Healthcare System  
*Little Rock, Arkansas*