



# Are Your Improvement Efforts Working?

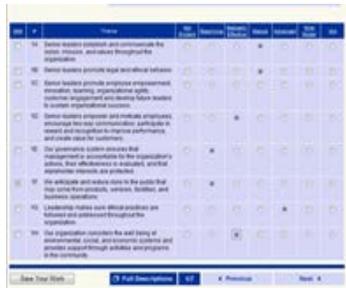
When you take steps to better your organization, you need to know if your efforts are working. But figuring that out can be easier said than done.

The **Southwest Alliance for Excellence (SWAE)** offers a high-level diagnostic tool that can help.

It's called Baldrige Express and it's designed to help you gauge deployment of improvement initiatives.

Baldrige Express is a survey-based assessment taken by members of your workforce. It's up to you whether you want to poll your entire staff or a sample of the workforce.

The data are collected in a Likert-scale format, organized around the seven Categories of the Baldrige Criteria. The results are then processed and published in an easy-to understand feedback report that you can use to identify gaps in your improvement efforts.



SWAE will walk you through the process from start to finish, culminating in the Feedback Report. We can help you interpret the results and suggest steps you can take to address areas that need improvement.

In addition to engaging employees in a valuable improvement exercise, participants will be exposed to the framework of the Baldrige Excellence Framework.

## Get Started Today - Contact

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*Baldrige Express is a product of the Alliance for Performance Excellence*

## BALDRIGE EXPRESS

### Employee Feedback to Improve Your Organization

#### How it works

Members of your workforce take a Web-based survey. Organized according to the seven Categories of the Baldrige Criteria, the 45-question survey takes less than an hour to complete.

Shortly after your organization completes the survey assessment, you'll receive a Performance Indicator Feedback Report. Like the survey, the report is organized in Criteria format.

#### Benefits

- Engage employees at all levels
- Measure performance on a wide range of key indicators
- Evaluate your organization's key processes, systems, and results
- Cull data to align resources, systems, and processes
- Identify your organization's strengths and opportunities for improvement
- Use what you learn as input to planning, improve operations, or to apply for Baldrige-based recognition

#### Base Survey Price\*

Participants	Mbr	NonMbr
Up to 49	\$2,500	\$2,800
50-99	\$3,000	\$3,300
100-149	\$3,500	\$4,000
150-199	\$4,000	\$4,500
200-299	\$4,500	\$5,000
300+	\$5,000	\$5,500

\*Additional services available to support your organization's improvement

# Baldrige Express

## Employee Feedback to Improve Your Organization

### What users are saying

*We have used the Baldrige Express Assessment not only as a benchmark instrument from year to year, but also as an invaluable tool to help guide us in our Strategic Planning initiatives.*

*Through our use of the Baldrige Express Assessment, other state agencies are beginning to see the value of this tool in a non-profit, government setting.*

**Administrator, Office of Child Support**

*Because the Organizational Self-Assessment is online, everyone could participate, it was important for us to find a tool that would be flexible.*

**Quality Director**

*The entire process only took weeks to accomplish. The assessment tool was a great learning experience. It exposed the entire organization to the behaviors of world class companies and helped align our employees on what the right things to focus on were.*

**Director of Operations**

**Quick:** Stakeholders from your organization complete a survey measuring their perceptions of the maturity of all parts of your work system in as little as 60 minutes. Survey set-up to report can happen in as little as 4 weeks.

**Easy:** You don't need any prior understanding of the Baldrige Excellence Framework to conduct a Baldrige Express survey. The survey can, however, serve as an excellent introduction to your senior leaders and workforce regarding the concepts of the Baldrige framework and where your organization stands right now according to the Criteria for Performance Excellence.

**Customizable:** Your survey results are disaggregated according to the subgroups that *you* define, allowing you to discover differences in perception or deployment between departments, employee types, grade level, work sites, seniority, or any other classifications that you choose.

**Versatile:** Baldrige Express results are designed to serve as a stand-alone self-assessment for planning and improvement OR as a lead-in to a Baldrige-based application. Some organizations have used Baldrige Express to introduce their workforce to performance improvement principles and to sustain momentum between award cycles.

**Affordable:** The entire analysis can cost as little as \$2,500, a small fraction of using traditional services to obtain the same data.

**Universal:** The survey is appropriate for organizations of any type, including those in the manufacturing, health care, service, government, education, or non-profit sectors.

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