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Upcoming Events

- August 14-16** – Stage 2/3 Examiner Training
- September 17-21** and **October 1-5** – Site Visits
- September 28** – Baldrige Regional Conference, Scottsdale, AZ
- October 17** – Panel of Judges Training
- November 7** – Panel of Judges Meeting
- February 5, 2013** – Performance Excellence Awards Banquet



Jean Hammelev

"I strongly encourage leaders of Arizona organizations to participate in AQA. I'm confident that it will strengthen their organization's awareness of quality performance, enhance their competitive market position, and bring new insights on how other companies outside their industry are raising the bar on quality."

— David A. Dexter,
President & CEO,
Sonora Quest
Laboratories

Letter from the Chair of the AQA Board of Directors

I would like to take time to personally thank you all for your continued support of the Arizona Quality Alliance (AQA). As the first half of 2012 comes to a close, I wanted to share some of the exciting things happening at AQA.

We are currently entrenched in the 2012 Performance Excellence Program cycle. New examiners are participating in training and our applicants are busy putting the final touches on their award applications. I would like to thank all of the 2012 Performance Excellence Program applicants who are submitting award applications this year. You should be commended for all of your efforts. I would also like to thank the examiners who have volunteered their knowledge and time to participate in the application evaluation process. This is a great learning experience for those individuals and the organizations they represent.

We have a number of exciting workshops and networking opportunities planned throughout the rest of the year. One of the workshops that I highly recommend you attend is the Baldrige Regional Conference on September 28, 2012 at the DoubleTree Resort by Hilton Paradise Valley. We are one of only two states hosting regional Baldrige conferences this year and have the honor and privilege of having 2011 Baldrige Award Recipients as well as past recipients sharing their best practices in an educational atmosphere. In addition, a half-day pre-conference workshop will also be available for you to attend. More information is available on the AQA or Baldrige websites.

At our last AQA Board of Directors meeting, we thanked and recognized the service of two board members who have greatly contributed to our success over a number of years: Danette Harris – The Boeing Company and Glenn Oka – Raytheon. We will truly miss them, and we wish them continued success on their quality journeys.

Lastly, thank you for your continued support of the AQA and your commitment to quality improvement!

Jean Hammelev BS CT(ASCP) MBA/HCM
Executive Director – Program Office & Quality
Sonora Quest Laboratories
Laboratory Sciences of Arizona
Jean.Hammelev@bannerhealth.com



A Strong Vision of the Future—AQA's 2012 Strategic Planning

It's that time again—where every few years we take our organization down the path of self-reflection. During an all-day strategic planning retreat, and through follow-up meetings, the Arizona Quality Alliance Board and staff worked hard to craft a clear, workable statement of purpose and outline of values and goals to work toward in this next period. We would now like to present our revised and strengthened mission, vision and values.

"There is no more powerful engine driving an organization toward excellence and long-range success than an attractive, worthwhile, achievable vision for the future, widely shared."
— Burt Nanus,
Visionary Leadership

Who We Are: *The Arizona Quality Alliance is a 501(c)(3) non-profit corporation that advances improvement and excellence in organizations, communities and individuals. The AQA is administered by a professional staff under the leadership and guidance of its members and elected Board of Directors. The AQA is also a member of the Alliance for Performance Excellence, a national network of state programs that advance improvement in organizations by using the Baldrige Criteria.*

Mission: *Empower organizations to pursue performance excellence, improve outcomes and contribute to the economic strength of their community and state*

Vision: *Be a recognized leader in advancing organizational excellence*

Values:

- *Act with Integrity and Transparency*
- *Add Value to Stakeholders*
- *Commit to Excellence and Making a Difference*
- *Execute business in a Respectful and Ethical Manner*
- *Work Collaboratively with a Passion for Continuous Improvement*

Why we do it: *As part of an alliance of diverse organizations and individuals committed to excellence and continuous improvement, we encourage the exchange of skills, ideas, and learning. The aim is to grow as individuals, improve organizational performance, and contribute to the well-being of our work systems, community, and state.*

We are excited to move into the next few years with our clearly defined purpose and goals, all of which serve to help us better serve the community and our members.



2012 Baldrige Performance Excellence Program Underway

For More Information

Additional information about the Performance Excellence Program, the Technical Integrity Council, the Board of Examiners, and more is available on our website at: www.arizona-excellence.com or by calling 480-874-5815.

We are excited to welcome all of our new and returning Examiners, Mentors and Judges to the 2012 Baldrige Performance Excellence Program! With over sixty participants, we have a robust program this year. We would also like to thank our dedicated trainers to date: Frank Bouchard, Carla Carter, Keith Dompier, Wayne Foraker, Sandy Kube, and Dennis Sowards. We appreciate their hard work and commitment to AQA and the Performance Excellence Program.

Our Examiners have already completed the introductory and Stage 1 trainings, so we have great momentum heading into the summer months.

We've received positive feedback on the trainings so far, with participants noting some of their favorite aspects, such as: hands-on exercises, quality and depth of training, group work, and great presenters. We look forward to working more with this wonderful group of examiners and trainers over the next few sessions.

AQA Saying Goodbye to Old Friends and Welcoming New

The Arizona Quality Alliance is sad to bid farewell to two of our outstanding board members, Danette Harris of The Boeing Company and Glenn Oka of Raytheon. We would like to thank them for their years of board service and their dedication to the success of our organization. We wish them the best in their future pursuits.

We would also like to welcome our newest board member, Montie Schlotterbeck of The Boeing Company. Montie will begin his board service with AQA at the July meeting, and he is excited to join our wonderful board. Welcome, Montie!

Black Belt Certification in Process Improvement & Operational Excellence

Learn the principles and tools to drive process re-engineering, continuous improvement and business transformation through a non-manufacturing environment. Become an expert at streamlining processes, eliminating bottlenecks & reworking and reducing the cost of running a service organization.

Phoenix, Arizona Open Enrollment Class - \$3,995.00* per candidate:

Week 1: July 16-20, 2012

Week 2: August 20-24, 2012 (*both weeks are required*)

*** Members of the Arizona Quality Alliance receive a 10% discount, please inquire with the AQA at (480) 874-5815.**

or kshepard@arizona-excellence.com.

For more details: <http://www.helpingmakeithappen.com/leansixsigma/sixsigmablackbeltcertification.html>

Hosted by TPMG Educational Services

Phone: (623) 643-9837

Email: performance1@helpingmakeithappen.com

AQA/Intel Mentoring and Planning Services (MAPS) Program

The Arizona Quality Alliance (AQA) is pleased and proud to continue our partnership with the Intel Corporation for our Mentoring Program, which has been retitled the Mentoring And Planning Services (MAPS) Program.

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.



Eight organizations submitted nine proposals in 2012. Nine proposals were accepted and are currently in progress.

- **Arizona Department of Administration/Government Transformation Office** - *"Leading participating state agencies through a structured approach to defining a problem, mapping a process, collecting process data, developing solutions, and measuring improvement"*
- **East Valley Institute of Technology (EVIT)** - *"Developing a plan of action to address the problem of some school counselors discouraging students from pursuing a career skill"*
- **East Valley Institute of Technology (EVIT)** - *"The exploration of an ASU/ Intel/ EVIT college prep class in engineering or quality management"*
- **Gilbert Fire Department** - *"Developing a long-term sustainment and development plan of the Electronic Patient Care Report (EPCR) software application"*
- **Fresh Start Women's Foundation** - *"Evaluating Fresh Start's current measurement tools and help the staff create one tool that will efficiently evaluate all services"*
- **Mesa Police Department** - *"Identifying those things which are important to our employees"*
- **Extended Campuses of Northern Arizona University** - *"Unifying practices and capturing data surrounding outreach to the communities and constituents/ influencers served"*
- **Southwest College of Naturopathic Medicine & Health Sciences** - *"Implementing data-mining technologies to help control costs and improve the efficacy of patient care"*
- **Sonoran Schools** - *"Making our organization's SYSTEM/CULTURE better and align with current best practices"*

If you have any questions regarding this program, please contact the AQA office at aqa@arizona-excellence.com.

AQA would like to thank the Intel employees for their depth of commitment to community needs by applying their professional skills and taking the spirit of volunteerism to a more impactful and sustainable level.



Upcoming Baldrige Events



2012 Baldrige Regional Conferences will be hosted in Arizona and Iowa this September—Register Now!

The conferences, which will each showcase the best practices of current and past Baldrige Award recipients, will be held:

September 14

Des Moines, IA
Embassy Suites Hotel on the River

September 28

Scottsdale, AZ
DoubleTree Resort by Hilton Paradise Valley



Come, learn, network, and engage in a day dedicated to improving your organization’s performance and take part in:

- an in-depth plenary session featuring senior executives from the [2011 Baldrige Award recipients](#).
- 18 interactive management sessions to choose from, featuring current or former recipients presenting on topics of interest to today’s managers and leaders.
- a closing session featuring the President of a Baldrige Award winner. Alan Willits, President, Cargill Corn Milling will speak in Des Moines, and Kay Eggleston, President, Richland College will speak in Scottsdale.

An optional Pre-Conference Workshop for Baldrige beginners presented by an executive from a Baldrige Award recipient organization is available the day before each conference.

Join us as we begin a year-long [celebration of our 25th Anniversary](#) and [build an even better future!](#) To learn more, visit the [Regional Conferences Webpages](#).



The conferences are co-sponsored by the [Arizona Quality Alliance](#), the [Iowa Quality Center](#), and the [Alliance for Performance Excellence](#).

[Sponsorship opportunities](#) are available. For additional questions, contact Baldrige representatives at 301-975-2036 or baldrige@nist.gov.

Baldrige & Alliance for Performance Excellence Updates

Baldrige Enterprise Moves Forward

In February, the senior leaders of the Baldrige Enterprise achieved consensus on 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 leaders also agreed on [ten important elements of the Baldrige Enterprise](#).

The senior leaders are Brian Lassiter, chair of the Alliance for Performance Excellence; Katie Rawls, chair-elect of the Alliance; 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; Thom Schamberger, executive director of the foundation; Paul Borawski, CEO of ASQ; Harry Hertz, director of the Baldrige Performance Excellence Program; and Bob Fangmeyer, deputy director of the Baldrige Program. For more information on the emerging Enterprise model, including descriptions of six new Enterprise-wide transition taskforce groups, see the [Baldrige transition page](#) and <http://www.nist.gov/baldrige/enterprise.cfm>.



[Click here](#) to access the Baldrige Resource Library



The BRL is a service of the Alliance for Performance Excellence – a group of state & local organizations dedicated to advancing organizational excellence through Baldrige-based programs.

Baldrige Program Transitions to New Business Model

The Foundation for the Malcolm Baldrige National Quality Award, which has supported the Baldrige Program for more than 20 years with contributions from the private sector, announced in April that it will provide funding for the program through fiscal year 2015 as the program transitions to a new business model. This business model moves the program from federal government funding to a more self-sustaining operation. NIST will continue its leadership role in managing the program, but it will be funded through a combination of new fees together with expanded support from the private sector.

The foundation will review the gift annually to determine any appropriate adjustments during the three-year period. The foundation also has initiated a new endowment fundraising campaign to ensure long-term sustainability. For more information on the new funding and business model, see the [Baldrige Web site](#).

Thomson Reuters Report and 2011 Academic Study Affirm Baldrige's Value

An [economic study](#) to determine the practical value to organizations using the Baldrige Criteria for Performance Excellence found the benefits of the program outweigh the overall cost 820 to 1.

Specifically in the health care sector, a [study conducted by Thomson Reuters](#) found that Baldrige hospitals were six times more likely to be counted among the 100 Top Hospitals, which represent the top 3 percent of hospitals in the United States, and that they statistically outperform the 100 Top Hospitals on core measures established by the U.S. Centers for Medicare and Medicaid Services.



Baldrige Updates

Submit Improvement Ideas for the 2013-14 Criteria for Performance Excellence

The 2013–2014 Criteria for Performance Excellence are now under development. We invite you to submit your suggestions for improving the Criteria from now until July 2.

There are two ways to participate:

Enter your comments directly into the Criteria text (posted online as a Google Doc): Send an e-mail to iday@nist.gov to let us know you'd like to participate. We'll send you an invitation and instructions.

or

Send us an e-mail or file with your suggestions. E-mail the file to iday@nist.gov.

If you have suggestions for improving the Baldrige Award process, examiner training, communications, or other Baldrige Program activities, please send them to iday@nist.gov.

Thank you in advance for your interest and your willingness to help us improve.

For Your Information: Baldrige Turns 25!

This week, the Baldrige Performance Excellence Program begins a yearlong celebration of 25 years of performance excellence. We invite you to join us in celebrating this silver anniversary, which includes a [Web page](#) with photos, trivia, and interactive content; a gala event; and other special activities. Content on the Web page will be changed often, so check it out; you may find yourself in pictures!

Baldrige is Building an Even Better Future for the thousands of organizations and individuals who use the [Criteria for Performance Excellence](#) in their improvement journeys and to ground themselves in validated management practices. One example is the even better future that health care organizations are building using the [Health Care Criteria for Performance Excellence](#): a [Thomson Reuter's](#) study shows that Baldrige health care organizations outperform their peers and [Becker's Hospital Review](#) considers winning the Malcolm Baldrige National Quality Award as one criterion to be among the 100 best hospitals in the nation.



Special [sponsorship opportunities](#) will be available for activities throughout the anniversary year.

Just as exciting as this anniversary are the many milestones and anniversaries being reached or soon to be reached by [Baldrige Enterprise partners](#).

Thirty-Nine Organizations Apply for Baldrige Award

2012, the 25th anniversary year of the Malcolm Baldrige National Quality Award, will see 39 organizations vying for the honor. Applicants for the Baldrige Award, the nation's highest recognition for organizational performance excellence through innovation and improvement, include one manufacturer, three service companies, two small businesses, three educational organizations, 25 health care organizations and five nonprofits or governmental organizations. [Read the full news release....](#)



Baldrige Updates

Baldrige in Education eLearning Program

Arizona Quality Alliance (AQA) would like to present an outstanding and FREE development tool for use by local schools and educators. The Baldrige in Education eLearning Program is a web-based resource for educators that introduces users to the Baldrige Education Criteria for Performance Excellence. This self-paced curriculum will help education organizations improve performance and achieve sustainable results.

This online self-paced curriculum consists of nine brief 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 eLearning Program was developed to advance the awareness, knowledge, and understanding of Baldrige for the education community. It has been generously funded by the Baldrige Performance Excellence Program through the National Institute of Standards and Technology.



To Get Started:

1. [Click here](#) or go to www.BaldrigeEducation.org and click the "Register" button
2. Enter your information:
 - If you are the main point of contact for your educational institution and would like to register your school or organization, click "Organization Registration," and select Arizona Quality Alliance as the State Program under which you are registering.
 - If you are an educator registering with your institution, click "Educator Registration," select Arizona Quality Alliance from the State Program dropdown list, and then select your institution from the Organization dropdown list.
 - If you are registering as a new user but are not affiliated with any school or institution, follow the "Educator Registration" instructions above, but select Arizona Quality Alliance from both the State Program **and** Organization dropdown lists.
3. After you have completed the registration information and submitted it for approval, simply wait to receive email notification that you have been approved by your organization. The confirmation email will provide you with instructions on how to begin the program.

Questions? Call 480-874-5815 or email aqa@arizona-excellence.com.

This Program Brought to You by...

AQA would like to thank the Vermont Council for Quality for developing this online program for the benefit of educational institutions and educators nationwide. The program was launched thanks to grant funding received from the Baldrige Performance Excellence Program and is being successfully distributed through state and local members of the Alliance for Performance Excellence.



Baldrige Updates

[Why Take the Baldrige Journey?](#)

By The Partnership for Excellence

Excellence is a Journey, Not a Destination

Organizations everywhere are looking for ways to effectively and efficiently meet their missions and achieve their visions. Thousands of organizations use the Baldrige Criteria for Performance Excellence to guide their enterprises, improve performance, and get sustainable results. This proven improvement and innovation framework offers your organization an integrated approach to key management areas:

- Leadership
- Strategic planning
- Customer focus
- Measurement, analysis and knowledge management
- Workforce focus
- Operations focus
- Results

Improve Your Performance

The Baldrige Criteria can be adapted to fit your unique challenges and culture and help you evaluate performance, assess where improvements or innovation are most needed, and get results. By taking the Baldrige journey, you become part of a national effort to improve America's performance and its competitive standing in the world. You can be proud to know that your employees, customers, board members, and other stakeholders are all better off—and that America is better off.

That's why thousands of organizations of all sizes in every industry use the Baldrige Criteria—and a select group applies for the Malcolm Baldrige National Quality Award & TPE's Regional Award:

- Large, Fortune 500 companies, including Boeing Aerospace Support, The Ritz-Carlton Hotel Company, Caterpillar Financial, and Motorola CGISS
- Small businesses, such as PRO-TEC Coating Company, which provides coated sheet steel to the U.S. auto industry; privately-held MESA Products, Inc., which designs and manufactures cathodic protection systems for underground pipelines and tanks; and Branch-Smith, a family-owned, full-service printing company
- Large hospitals and hospital systems, like Poudre Valley Health System and SSM Health Care and single hospitals like Bronson Methodist Hospital
- Large and small schools and colleges, such as Iredell-Statesville Schools, Chugach School District, Richland College, and Pearl River School District
- Nonprofits and government entities, such as the City of Coral Springs and U.S. Army ARDEC

To learn more visit the Baldrige website at: [Baldrige- Learn the Value!](#)



Baldrige Award Applicants Can Now Receive Category-Level Recognition

The Baldrige Program will begin identifying category best practices within the 2012 award cycle among site-visited organizations. Best practices identified by the Panel of Judges in categories 1 through 6 will be eligible for recognition. To receive this recognition, an applicant's overall organizational performance in the identified category must be demonstrating mature processes that are linked to the appropriate organizational results, demonstrating favorable levels and trends. Also, the applicant organization must have credible performance across all categories. An applicant may be recognized for more than one category best practice or for none at all.

The site visit process will remain unchanged. Organizations receiving such category recognition will present at the Quest for Excellence® Conference following their recognition. Such organizations will be recognized in the annual award ceremony program, but not on stage, and the Baldrige Program will highlight them on our Web site and in a press release.

The purpose of category recognition—which was approved by the Board of Overseers at its June 14 meeting—is to (1) encourage organizations to continue their engagement with the Baldrige Program; and (2) provide other organizations in their industries (and beyond) with best practices. In 2011, the judges piloted identification of category-level best practices as part of the judging process.

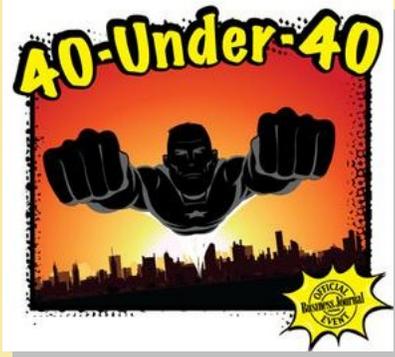
Feedback gathered from 2010 and 2011 site-visited applicants, including award recipients, affirmed that enabling other organizations to benchmark category-level best practices through such recognition would result in valuable learning experiences. Out of 21 site-visited applicants and Baldrige Award recipients in 2010 and 2011 that responded, 18 site-visited organizations supported the category best-practice recognition. Most responded favorably to the question of whether or not the organization would be or would have been (if not a recipient) interested in being recognized for a category best practice by the Baldrige Program. Rationales included pride in sharing a best practice with other organizations, recognition/motivation, validation that the organization is on the right path, and increased conference attendance.

*"Excellence is an art
won by training and
habituation. We do not
act rightly because we
have virtue or
excellence, but we
rather have those
because we have acted
rightly. We are what
we repeatedly do.
Excellence, then, is not
an act but a habit."*

— Aristotle

Member Recognition

If your organization has news you would like to share in the AQA Quality Quarterly, please email the details to aqa@arizona-excellence.com.



CONGRATULATIONS TO THE VALLEY'S 2012 40-UNDER-40!!

Please join us in congratulating **Maribel Barrios**, from our member organization **Blue Cross Blue Shield of Arizona**, who was selected as one of this year's 40-Under-40 by the *Phoenix Business Journal*.

The *Phoenix Business Journal* celebrated the honorees at a dinner event on Thursday, June 19 at Grand Canyon University in Phoenix.



[Click here](#) to see the full list of honorees.

Congratulations to the Recipients of the 2012 Business Journal CIO Awards

The *Phoenix Business Journal* honored Valley CIOs and leaders in innovation and technology at a celebratory awards reception. This inaugural program was held at the Sheraton Phoenix Downtown Hotel on Thursday, May 31, 2012.

We would like to recognize the following CIOs from some of our member organizations and congratulate them on this special honor.

Tom Clark — 
Scottsdale Unified
SCHOOL DISTRICT

James Cramer — 
SCOTTSDALE
HEALTHCARE®

Brad Kenney — 
AVNET®

Michael Warden — 
Banner Health®



[Click here](#) to read more.

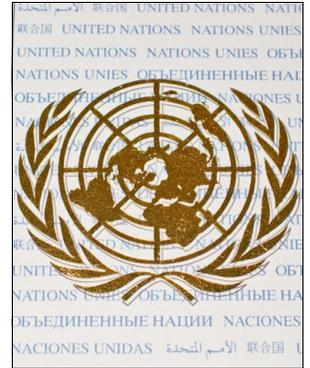
Sustainability's Human Dimension

by Chuck Harrington (on 5/2/2012)

The Triple Bottom Line view of Sustainability includes a human dimension: **People**, as well as **Planet** and **Profit**. For many, how to address Planet and Profit is considerably clearer than how to address the People dimension.

My usual suggestion for smaller manufacturers is to begin close to home:

- Make sure that working conditions are top drawer, with special emphasis on safety and industrial hygiene.
- Make sure that your facility is a good neighbor. Your facility's appearance, noise levels, atmospheric emissions (including permitted emissions), and local traffic issues are a few areas worth attention. The Golden Rule is a pretty good guide.
- Actively support local civic activities, especially education.



In many incidences, however, broader involvement is appropriate. This may be due to a home office mandate, or perhaps as response to customer interest (or demands). Regardless of the reason, the UN Global Compact offers a voluntary, globally recognized vehicle for addressing the Human Dimension.

The UN Global Compact requires a written commitment, usually by your Chief Executive Officer, to join the 8,700 other businesses in 130 countries in adhering to ten principles^[1]:

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

The UN Global Compact does require an annual *Communication of Progress*, which is posted on your website or some similar means of general access, and a copy of which is sent to the UN Secretary General. The *Communication of Progress* reports on activities regarding the 10 principles. There are no dues or charges, although a voluntary annual contribution to a fund that supports UN human rights activities is suggested.

A PDF version of this post is available at:

http://app5.websitetonight.com/projects2/4/9/9/4/2164994/uploads/Blog_Post_-_Sustainabilitys_Human_Dimension_-_3_May_2012.PDF

[1] The list of 10 principles is from the UN Global Compact website, www.unglobalcompact.org



2012 Arizona Quality Alliance Performance Excellence Program Schedule

Date	Who	Where	Task/Item
July 11 or 17	All Examiners, Mentors & Judges	Univ. of Phoenix Phoenix	2-3 hours – In-person Computer Lab Software Training for Stage 2
July 13	Applicants	AQA Office	Completed Awards Applications due
July 16–19	AQA		Selection of Examination Teams, Leads, & Mentors
July 20	AQA		Distribute applications & supporting materials to examination teams
July 23	Lead Examiners & AQA	Univ. of Phoenix Phoenix	2-3 hours Lead Software Training in computer lab; Site Visit Responsibilities; and initial applicant contact
July 23–Aug 13	Examiners		Stage 1 - Independent Review of Applications
Aug 8 1:00-3:30 PM	Applicants	Sonora Quest Laboratories	Workshop – “Preparing for a Site Visit”
Aug 14–16 7:30 AM – 5 PM	Examiners / Mentors	Univ. of Phoenix Phoenix	Examiner Stage 2 & 3 Training Session –3 days / all days mandatory (Mentors half day in PM each day)
Aug 20–Sep 7	Examiners & Mentors		Examiners Stage 2 – Team Meeting (1-2 days) & Consensus report completed
Sep 10	Lead Examiners	AQA office	Consensus scorebooks & scoring sheets with mentor review due
Sep 10–14	Examiners & Mentors		Site Visit Preparation
Sep 17–21 Oct 3–7	Examiners/Mentors/ Applicants		Stage 3 - Site Visits completed (Site Visit time based on applicant type)
Oct 12	Examiners	AQA office	Draft Feedback Reports with mentor review due



**2012 Arizona Quality Alliance
Performance Excellence Program Schedule (cont'd)**

Date	Who	Where	Task/Item
Oct 17	Judges	Univ. of Phoenix Phoenix	Panel of Judges Training
Nov 7	Judges	Univ. of Phoenix Phoenix	Stage 4 - Panel of Judges Meeting
Nov 8–25	Judges & Lead Examiners		Finalize feedback report
Nov 9–23	AQA		Stage 5 - Final Due Diligence conducted
Nov 26	Lead Examiners	AQA Office	Final Feedback Reports due
Nov 27–30	AQA		Applicants notification of selection/non-selection
Early Dec	AQA		News Release distributed reporting Recipients
Early–Mid Dec	AQA		Editing of feedback reports
Mid Dec	AQA		Feedback Reports provided to all applicants
Feb 5, 2013	AQA	Chaparral Suites, Scottsdale	Recognition Banquet for Recipients and Volunteers

Thank You to Our Sponsors

The Arizona Quality Alliance a non-profit corporation that advances improvement and excellence in organizations, communities and individuals. To achieve our mission we will:

1. Administer the Performance Excellence Awards Program based on the Malcolm Baldrige Criteria; and annually recognize, showcase & highlight outstanding achievement in performance excellence.
2. Train individuals to become experts at assessing and evaluating, entire organizations or individual processes using the Criteria for Performance Excellence.
3. Facilitate programs so organizations can find and implement proven best practices to achieve a competitive advantage.
4. Provide organizations with a comprehensive, cost-effective performance analysis with extensive feedback based on the Malcolm Baldrige criteria.
5. Create and deliver relevant workshops, benchmarking tours and seminars that will develop the skills and knowledge of performance excellence professionals.
6. Provide a dynamic environment for professional networking and knowledge sharing.

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Bronze Sponsors



Copper Sponsors



Partners



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Or read our blog on:

