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Upcoming Events

October 12 — Optimized Leadership Webinar
October 13 — Draft Feedback Reports due to SWAE
October 16 — Board of Overseers Meeting
October 20 — Panel of Judges Training
October 26 & 27 — Baldridge Fall Conference—Tempe, AZ
November 6 — Panel of Judges Meeting
November 29 & 30 — Application Writing Workshop for Levels 3 & 4
November 27—Dec 1 Performance Excellence Applicants notified of selection/non-selection
November 29 — Board of Directors Meeting
December 1 — SWAE Annual Leadership Award Nominations are Due
Letter from the Chair of the Southwest Alliance for Excellence Board of Directors

With evening temperatures in Arizona finally in the 70’s, it is starting to feel like fall!!! As Q3 is quickly coming to a close and we will be heading into the final stretch of 2017, I hope your organization has continued to utilize the services of the Southwest Alliance for Excellence to improve your organization’s performance. If you are an advocate of continuous improvement and responsible for driving your organization’s performance excellence, you may want to consider attending the upcoming 2017 Baldrige Fall Conference on October 27th in Tempe, Arizona. This is your local opportunity to learn proven best practices that advance performance excellence while supporting the Southwest Alliance for Excellence!!!!!

The Performance Excellence Award’s Program has been underway for a few months now and our examiners have completed their very intensive training program. Site visits are in progress and our Judges will meet later this fall to perform the task of identifying our 2017 award recipients. We will announce our 2017 Award recipients in early December. I would like to thank our staff and all of our volunteers for their continued services!

Thank you to all of our members and sponsors for their continued support of the Southwest Alliance for Excellence and their commitment to quality improvement!

Jean Hammelev
Vice President, Quality & PMO
Sonora Quest Laboratories
Laboratory Sciences of Arizona
Jean.hammelev@bannerhealth.com
Performance Excellence Program Update

We had one Level 3 Application and two Level 4 Applications submitted for the 2017 Performance Excellence Program Cycle. Two of our applicants are from the healthcare industry and one is government.

Stage 1 of the program cycle was independent review which took place during the month of July, Stage 2 is consensus review and that took place during the month of August. All teams have come to consensus and have identified site visit issues to be clarified and verified during Stage 3 Site Visit.

Our 2017 Performance Excellence Program cycle is currently in Stage 3 of the process. All examiner teams are conducting applicant site visits September 18 through September 29, 2017. The applicant draft Feedback reports will be due to SWAE on October 13th. The Panel of Judges will meet on November 6th to determine which organizations will be recommended as recipients. Applicants will be notified by December 1st whether they are recipients and all Final Feedback Reports will be sent to applicants by mid December.

SWAE 2017 Members & Partners

We would like to take this opportunity to say “Thank You” to all of our members and partners for their continued support of the Southwest Alliance for Excellence and their commitment to quality improvement.


Individual Members: Gina Bakercarlock, Carla Carter, Patricia Childress, Robert Mitchell, Dyanna Waters


Welcome to our newest Members: Banner University Medical Center, Beyond Feedback, Sacaton Elementary School District and Vantage West Credit Union. Individual Members: Kevin Engholdt, Gary Feldman, Wayne Haggstrom, Michael Oster

****If your organization is not a member of SWAE take the time to review The Benefits of Membership on page 4-5, if your organization is a member don’t forget to renew your membership for 2018.
“WHAT DO WE WANT OUR ORGANIZATION TO BE? WHAT WILL SUCCESS FOR OUR ORGANIZATION LOOK LIKE?”

Southwest Alliance for Excellence (SWAE) can help you answer these questions and more through our approach to organizational assessment, performance and the development of best practices. As stated by one of our members, “Participation in SWAE will strengthen your organization’s awareness of quality performance and enhance your competitive market position.” If you want your organization to exude excellence and a progressive culture, then it is important to immerse your organization in a community that works toward the same shared vision. Explore all that Southwest Alliance for Excellence has to offer:

WE ARE YOUR TIMELY RESOURCE FOR ACCURATE AND INNOVATIVE INFORMATION

Access to Best Practices – Southwest Alliance for Excellence focuses on:

- Best practices employed by health care, education, government and private sectors.
- Relevant learning opportunities.
- Benchmarking tours and networking opportunities as well as workshops on the Performance Excellence Program.

Tools you can use:

- Review key points from the Baldrige Criteria and Resource Library.
- Visit the Case Studies and Awards portion of the website to find creative solutions and innovative practices.
- Use our e-learning program as a professional development and training tool for your organization.

EVERYONE IN EVERY DEPARTMENT CAN BENEFIT

Your Entire Organization Belongs – Membership in SWAE is unique, in that:

- Every employee in your organization can benefit from SWAE services.
- We support participation of employees at all levels and from all departments.
- We will help you develop and support a culture of excellence throughout your organization.

Tools you can use:

- Contact SWAE to host a personalized forum about the benefits of belonging.
- Register additional staff so they can begin to receive information and participate.

USE SOUTHWEST ALLIANCE FOR EXCELLENCE SERVICES AND YOU WILL SEE THE DIFFERENCE

Tangible Improvements – You can benefit from measureable organizational improvements by:

- Saving money by completing in-house projects with information that SWAE provides.
- Accessing practical ideas, suggestions and programs in use by progressive organizations.
- Replicating and reinventing service improvements used by other organizations.

Tools you can use:

- Participate in the Performance Excellence Program to improve your organization’s processes.
- Attend the Performance Excellence Program Awards Banquet to hear best practices of award recipients that can be implemented in your organization.

CONNECTING MEMBERS IS WHAT WE DO BEST

Knowledge Network of Members – We are made up of a wide network of organizations:

- Members value receiving information as well as sharing their innovative best practices.
- We connect you to organizations that have similar interests.
- Through SWAE Ambassadors, we focus on you as a unique organization.

Tools you can use:

- Sign up for informational e-blasts and newsletters.
CONNECTING MEMBERS IS WHAT WE DO BEST

Knowledge Network of Members – We are made up of a wide network of organizations:

- Members value receiving information as well as sharing their innovative best practices.
- We connect you to organizations that have similar interests.
- Through SWAE Ambassadors, we focus on you as a unique organization.

Tools you can use:

- Sign up for informational e-blasts and newsletters.
- Contact SWAE to be connected to appropriate members and ambassadors.

REAP THE BENEFITS!

Membership Rates

<table>
<thead>
<tr>
<th>Size:</th>
<th># of Employees:</th>
<th>Member Dues:</th>
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<tbody>
<tr>
<td>Small</td>
<td>2-99</td>
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<tr>
<td>Medium</td>
<td>100-500</td>
<td>$500</td>
</tr>
<tr>
<td>Large</td>
<td>501-1,000</td>
<td>$1,000</td>
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<tr>
<td>Very Large</td>
<td>1,000+</td>
<td>$1/ per employee (maximum of $5,000)</td>
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<tr>
<td>Individual Membership:</td>
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<td>$75</td>
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</tbody>
</table>

HOW DO WE JOIN?

Simply complete and return the form below to join today. We’ll do the rest to get you started on the road to performance excellence!

SELECT THE MEMBERSHIP TYPE:  ☐ Small  ☐ Medium  ☐ Large  ☐ Very Large  ☐ Individual

Organization_________________________________________# of Employees

Contact Person______________________________________CEO/Highest Official__________________________

Address________________________________________City/State/Zip ____________________________

Phone________________________________________ext. ______Fax______________________________

Email________________________________________Company Web Site __________________

METHOD OF PAYMENT:  ☐ Check  ☐ AMEX  ☐ MasterCard  ☐ Visa

(Make checks payable to Southwest Alliance for Excellence; there is a 5% service fee for credit card payments)

Card Number____________________________________Exp. Date _________Sec. Code_________
Southwest Alliance for Excellence
2018 Leadership Award

SWAE is proud to present the fourth annual premier leadership award in the Southwest!

We are now accepting nominations for the 2018 SWAE Leadership Award.

Award and Recognition

The Southwest Alliance for Excellence (SWAE) Leadership Award is an annual award recognizing an individual who exemplifies outstanding leadership in the pursuit of performance excellence and has furthered performance improvement beyond the boundaries of their organization.

Recipients can represent any industry and any type or size organization in Arizona, Nevada or Utah. They are dedicated to and demonstrate leadership behaviors and results consistent with SWAE Core Values, community involvement, corporate citizenship and economic development. They must be willing to share their leadership practices as they relate to the SWAE Core Values and Leadership Behaviors.

The Award recipient will be presented at the Annual Southwest Alliance for Excellence (SWAE) Performance Excellence Program Award Banquet in January/February 2018 (Date TBD). All nominees are requested to attend the Banquet.

Leadership Award Nomination

- Nominees may be nominated by anyone; no self-nominations permitted. The Southwest Alliance for Excellence will confirm receipt of the nomination by e-mail.
- Nominees do NOT need to be a member of the Southwest Alliance for Excellence.
- A nomination submission includes a nomination form, a nominee’s biography or curriculum vitae (no more than 3 pages), and a nomination essay.

Click here for the 2018 Nomination Form

Nominations must be received by December 1, 2017, to be eligible for the 2018 SWAE Leadership Award.

The 2018 Award Recipient will be announced at the SWAE Performance Excellence Program Award Banquet (date TBD).

For more information about the SWAE Leadership award, click here or contact the Southwest Alliance for Excellence at (480) 874.5815 or kshepard@swae.org.
Are your improvement steps 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.

_**Southwest Alliance for Excellence**_ is please to partner with the Alliance for Performance Excellence to offer Arizona, Nevada and Utah organizations an affordable and easy-to-use assessment tool.

_Baldrige Express_ is an online survey-based assessment that synthesizes points of view from all parts of your organization, combining the benefits of survey speed with the accuracy and completeness of a written narrative.

[Click here to view additional information on Baldrige Express.](#)
Register Now for the 2017 Baldrige Fall Conference!

https://www.baldrigeconference.org/
Excellence Begins Here
2017 Baldrige Fall Conference—October 26-27, Tempe, AZ
Don’t Miss this Powerful Conference!

The need to improve your organization’s performance has perhaps never been greater: customers and other stakeholders expect more, competent workers are growing scarce, and competition is intensifying. But – with the complexity of organizations – where does one start? How do you know on which processes to focus? And how do you achieve – and sustain – high performance over time?

Attend the 2017 Baldrige Fall Conference, October 27 in beautiful Tempe, AZ! Learn proven best practices that advance continuous improvement and performance excellence, as 17 speakers share insights to improving areas such as leadership, customer service & satisfaction, workforce engagement, operational and process performance, financial and marketplace results.

The schedule is now set (visit here!). (Exhibit, Sponsor and Advertising Opportunities also available!) www.baldrigeconference.org

- Hear from all four 2016 Baldrige recipient organizations: Memorial Hermann Sugar Land Hospital (CA), Momentum Group (CA), Don Chalmers Ford (NM), and Kindred Nursing & Rehab Mountain Valley (ID).
- Also hear a powerful, moving closing keynote, From Great to World Class Service, from Bryan Williams of BW Enterprises, LLC (formerly with world-renowned Ritz-Carlton Hotel Company).
- Choose a mix of other presentations from 12 valuable breakouts. Speakers include Arizona State University, City of Ft. Collins CO, Hill Country Memorial Hospital, Charter School of San Diego, Elevations Credit Union, Israeli-based Systematic Inventive Thinking, and many others!
- Consider attending one of two pre-conference workshops on October 26: Introduction to Excellence: Baldrige 101 and Roadmap to Excellence: Writing Baldrige Applications & Building Your Team
- Network with hundreds of other leaders and professionals interested in continuous improvement and performance excellence.
- Enjoy the luxurious Marriott Buttes Resort! Come early, stay late – learn, relax, refresh!

For more information, visit www.baldrigeconference.org

The conference is presented by the Alliance for Performance Excellence in partnership with the Baldrige Performance Excellence Program, and is hosted by the Southwest Alliance for Excellence and the Performance Excellence Network.

Don't miss this extraordinary learning and networking opportunity!
Level 1 & Process Level Applications - Accepted Year Round!

Level 1 and Process Level applications are accepted throughout the year. There is no need to wait for the Performance Excellence Program cycle to submit your application.

Level 1 is an introductory or interest level application with coaching. Applicants will have their Leadership Team participate in a SWAE "Baldrige 101" Workshop to discuss common vocabulary of the Baldrige Criteria, help define key business factors, and answer questions in the Organizational Profile (OP). During the workshop, through interactive exercises, your team will answer some of the OP questions. This activity will provide the team with a head start on their organization's 5 page OP. After completing and submitting an OP the team will receive a written feedback report from their Coach and the opportunity to discuss next steps for the organization.

A Process Level application provides an additional opportunity for an organization to receive a four hour site visit and feedback report for a single process. The Showcase in Excellence Award recognizes a team for one specific process that could be innovative or a cutting-edge approach. It may be used as a role model or result in exceptional performance or it could also be a routine process performed in an extraordinary manner. This application provides an opportunity for participation from organizations even if they have been involved at the Organizational Levels 1, 2, 3 or 4.

If you have questions on the Level 1 or Process Level Application please call the SWAE office at 480-874-5815 or email Sandy Kube at Skube@swae.org

Baldrige Updates

Fourteen Organizations to Receive Site Visits for 2017 Baldrige Award

The Judges Panel for the Malcolm Baldrige National Quality Award chose 14 organizations to proceed to Site Visit Review, the final stage of the evaluation process for the nation’s highest award for organizational performance excellence. During their recent meeting, the judges reviewed scoring data from the first two stages of the evaluation process for the annual Baldrige Award. They make their decisions based solely on data at this meeting; the names of the organizations selected for site visit are not revealed until the judges conclude all discussions and votes based on the data. This avoids any real or potential conflicts of interests and ensures the integrity of the process.

Continue reading...
Is the Customer Really Always Right? A Hotel Company Invests in its Employees First

07/27/2017 09:11 AM EDT

Posted by Dawn Marie Bailey

What if you turned the service philosophy “the customer is always right” on its head and considered your employees first? What would happen to your customer service? Employees first (or ladies and gentlemen first) is a … Continue reading →

Celebrating 30 Years of Improving Organizational Performance

08/24/2017 04:31 PM EDT

Sunday, August 20, 2017, was the 30th anniversary of the signing of Public Law 100-107, the Malcolm Baldrige National Quality Improvement Act. This legislation established what is one of the most, if not the most, effective and heavily lever-aged public-private … Continue reading →

Baldrige Principles Bring Organizational Change, Learning to National Guard

08/29/2017 11:42 AM EDT

Posted by Dawn Marie Bailey

What are the benefits and challenges of starting a Baldrige-based program from scratch in your organization? Lt. Col. Rory Thompson started such a program at the Idaho Army National Guard. In this blog, he shares … Continue reading →

Ethics: Is the Onus on Business?

08/31/2017 08:00 AM EDT

Posted by Harry Hertz, the Baldrige Cheermudgeon

I recently read the 2017 Edelman Trust Barometer Global Report. This study, in its 17th cycle in 2017, consisted of an online survey of over 33,000 respondents in 28 countries during the months … Continue reading →
## Upcoming Workshops & Webinars

<table>
<thead>
<tr>
<th>Date</th>
<th>Workshop Name</th>
<th>Presenter</th>
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<tbody>
<tr>
<td>October 12</td>
<td>Optimized Leadership (<em>Webinar</em>)</td>
<td>Polly Walker, City of Henderson, Nevada</td>
</tr>
<tr>
<td>November 29 &amp; 30</td>
<td>Application Writing Workshop for Levels 3 &amp; 4 (<em>Face-to-Face</em>)</td>
<td>John Van Gorkham, VG Strategies</td>
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<tr>
<td>January *</td>
<td>Process Improvement (<em>Webinar</em>)</td>
<td>Heather Mock, Deer Valley Unified School District</td>
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<tr>
<td>February*</td>
<td>Yellow Belt Six Sigma (<em>Face-to-Face</em>)</td>
<td>Finalizing Presenter</td>
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<td>February*</td>
<td>Measurement (<em>Webinar</em>)</td>
<td>Finalizing Presenter</td>
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<tr>
<td>March*</td>
<td>Strategy Development (<em>Webinar</em>)</td>
<td>Finalizing Presenter</td>
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<tr>
<td>April*</td>
<td>Workforce (<em>Webinar</em>)</td>
<td>TBD</td>
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<tr>
<td>May*</td>
<td>Results (<em>Webinar</em>)</td>
<td>Stacy Harley, Scottsdale Medical Imaging</td>
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</table>

* Date to be determined

Additional Information can be found at [WWW.SWAE.ORG](http://www.swae.org)

If you have questions regarding any of the workshops or webinars please call the SWAE office at 480-874-5815 or email Sandy Kube at Skube@swae.org
SPONSORSHIP LEVELS & BENEFITS

Click here for Sponsorship Benefits

The Southwest Alliance for Excellence (SWAE), a 501(c)(3) non-profit organization*, has many opportunities for organizations to be recognized and participate – through our events, programs and activities we involve thousands of people each year. Each email we send out gets distributed to over 2000 people. Our membership is active in our offerings, as are many other interested parties.

The opportunities are there—and SWAE wants to provide you with those that you desire, in addition to allowing you to be able to plan your marketing and participation efforts from the outset.

* SWAE is a non-profit corporation under IRS code 501(c)(3). Sponsorships may be a business expense; check with your financial advisor for info.
SWAE Quarterly Newsletter
Advertising Opportunities & Reservation Form

Promote Your Business

Looking for a way to expand your reach to other business professionals for a low cost? Consider purchasing ad space in the Southwest Excellence Quarterly—the Southwest Alliance for Excellence quarterly e-newsletter! Advertising opportunities start at $75.

Name: __________________________________________ Title: __________________________________________

Company: ______________________________________________________________________________________

Address: __________________________________ City: __________________ State: _____ Zip: ______

Telephone#: ______________________________ Fax#: ________________________________________________

E-Mail address: __________________________________________________________

Advertising Rates

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<th>Ads should be in PDF or JPEG</th>
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<tr>
<td>Full Page (color)</td>
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<td>Half Page Horizontal (color)</td>
<td>$300</td>
</tr>
<tr>
<td>Quarter Page (color)</td>
<td>$150</td>
</tr>
<tr>
<td>Business Card (color)</td>
<td>$75</td>
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Method of Payment: □ Check—Please make payable to “SWAE” and send with this form to:
Southwest Alliance for Excellence, 3961 E. Chandler Blvd, #111-334
Phoenix, AZ 85048

□ Credit Card (A 5% service fee will be charged for credit cards)

Credit Card Type: □ Visa □ Master Card □ Amex

Credit Card Number: ______________________ Exp. Date: _____ Sec. Code: _____ Zip Code: ______

Name on Card: ___________________________ Signature: ______________________________

For Payment by Credit Card: You can email this form to kshepard@swae.org or call (480) 874-5815.

For more information, visit www.swae.org or call 480-874-5815.
<table>
<thead>
<tr>
<th>Date</th>
<th>Who</th>
<th>Where</th>
<th>Task/Item</th>
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<tbody>
<tr>
<td>May 5</td>
<td>Applicants</td>
<td>SWAE Office</td>
<td>Completed Intent to Apply forms due</td>
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<tr>
<td>May 12</td>
<td>Potential Examiners</td>
<td>SWAE Office</td>
<td>Examiner Applications Due for Performance Excellence Program</td>
</tr>
<tr>
<td>May 22</td>
<td>All Examiners*</td>
<td>SWAE Office</td>
<td>Pre-work for Examiner Training sent out – mandatory for all examiners bring completed to training on June 5</td>
</tr>
<tr>
<td>June 5, 6 &amp; 7</td>
<td>All Examiners*</td>
<td>DVUSD Phoenix, AZ</td>
<td>Examiner Training - Intro, Stage 1, 2 &amp; 3</td>
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<tr>
<td>June 9</td>
<td>All Examiners*</td>
<td>SWAE Office</td>
<td>Pre-work for Examiner Training sent out – mandatory for all examiners bring completed to training on June 26</td>
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<tr>
<td>June 26, 27 &amp; 28</td>
<td>All Examiners*</td>
<td>City of Henderson Henderson, NV</td>
<td>Examiner Training- Intro, Stage 1, 2 &amp; 3</td>
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<tr>
<td>July 10</td>
<td>Applicants</td>
<td>SWAE Office</td>
<td>Completed Awards Applications due</td>
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<tr>
<td>July 10-14</td>
<td>SWAE</td>
<td>SWAE Office</td>
<td>Selection of Examination Teams, Leads, &amp; Mentors</td>
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<tr>
<td>July 12</td>
<td>Lead Examiners &amp; SWAE</td>
<td>Webinar</td>
<td>2-3 hours Lead &amp; Software Training; Site Visit Responsibilities; and initial applicant contact</td>
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<td>July 13</td>
<td>Examiners</td>
<td>Webinar</td>
<td>SBN JIT Training for Independent Review</td>
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<tr>
<td>July 14</td>
<td>SWAE</td>
<td>SWAE Office</td>
<td>Distribute applications and supporting materials to examination teams</td>
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<td>July 19</td>
<td>Mentors</td>
<td>Webinar</td>
<td>Mentor Training Webinar (1:00-3:30)</td>
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<td>July 15 - Aug 6</td>
<td>Examiners *</td>
<td>SWAE Office</td>
<td>Stage 1 - Independent Review of Applications</td>
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<td>Aug 2</td>
<td>Applicants</td>
<td>TBD</td>
<td>Workshop – “How to Prepare for a Site Visit” (1:00pm-3:30pm) - Sandy</td>
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<td>Aug 3</td>
<td>Examiners</td>
<td>Webinar</td>
<td>SBN JIT Training Consensus</td>
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<td>Aug 7 – Sept 10</td>
<td>Examiners &amp; Mentors</td>
<td>SWAE Office</td>
<td>Examiners Stage 2 – Team Meeting (1-2 days) &amp; Consensus report completed</td>
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<td>Aug 31</td>
<td>Examiners</td>
<td>Webinar</td>
<td>SBN JIT Training Site Visit</td>
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<td>Sep 11</td>
<td>Lead Examiners</td>
<td>SWAE</td>
<td>Consensus scorebooks &amp; scoring sheets with mentor review due</td>
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<td>Sep 10-15 or 22</td>
<td>Examiners &amp; Mentors</td>
<td>SWAE Office</td>
<td>Site Visit Preparation</td>
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<td>Sep 18-22 &amp; Sep 25-29</td>
<td>Examiners/Mentors/ Applicant</td>
<td>SWAE Office</td>
<td>Stage 3 - Site Visits completed (Site Visit time based on applicant type)</td>
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<td>Oct 13</td>
<td>Examiners</td>
<td>SWAE</td>
<td>Draft Feedback Reports with mentor review due</td>
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<td>Oct 20</td>
<td>Judges</td>
<td>TBD</td>
<td>Panel of Judges Training</td>
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<tr>
<td>Nov 6</td>
<td>Judges</td>
<td>TBD</td>
<td>Stage 4 - Panel of Judges Meeting</td>
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<tr>
<td>Nov 7 – 20</td>
<td>Judges &amp; Lead Examiners</td>
<td>SWAE Office</td>
<td>Finalize feedback report</td>
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<td>Nov 13-20</td>
<td>SWAE</td>
<td>SWAE Office</td>
<td>Stage 5 - Final Due Diligence conducted</td>
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<tr>
<td>Nov 20</td>
<td>Lead Examiners</td>
<td>SWAE</td>
<td>Final Feedback Reports due</td>
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<td>Nov 27 – Dec 1</td>
<td>SWAE</td>
<td>SWAE</td>
<td>Applicants notification of selection/non-selection</td>
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<td>Dec 4</td>
<td>SWAE</td>
<td>SWAE</td>
<td>News Release distributed reporting Recipients</td>
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<td>Nov 20 – Dec 10</td>
<td>SWAE</td>
<td>SWAE</td>
<td>Editing of feedback reports</td>
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<tr>
<td>Mid Dec TBD</td>
<td>SWAE</td>
<td>SWAE</td>
<td>Feedback Reports provided to all applicants</td>
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<tr>
<td>Dec 20-21</td>
<td>SWAE</td>
<td>SWAE</td>
<td>Feedback Reports provided to all applicants</td>
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<tr>
<td>Jan/Feb. 2018</td>
<td>SWAE</td>
<td>TBD</td>
<td>Recognition Banquet for Recipients and Volunteers</td>
</tr>
</tbody>
</table>
Southwest Alliance for Excellence—formerly Arizona Quality Alliance—is 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.

Thank You to Our Sponsors!

Gold Sponsor

Sonora Quest Laboratories™ Laboratory Sciences of Arizona

Bronze Sponsors

Montevista Hospital

Copper Sponsor

CBIZ MHM

Partners

AZI AQQ ASQ ASBA ATC BIE

Social Media

Connect with us on:

Like us on:

Follow us on: