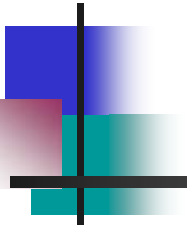




INTRODUCTION TO BALDRIGE & WSQA





Baldrige History

- Created in 1987, Public Law 100-107
 - Named for the late Malcolm Baldrige, Reagan's Secretary of Commerce
- Designed for Manufacturing, Service and Small Business
- Added Health Care and Education in 1998
- Government & Non-profit added in 2006



Purpose & Goals

- Establish a management model
- Stimulate global competitiveness
- Encourage sharing
- Create a public/private partnership
- Establish criteria for excellence
- Recognition for performance

Baldrige Model



Supportive Underpinning
 Washington State Quality Award
 Introduction to Baldrige



CRITERIA FOR PERFORMANCE EXCELLENCE

- Framework for a systems view of performance management created in consensus-building process.
- Set of expectations or requirements that characterize good management practices.
- A common language for diagnosis and improvement.
- Reviewed and modified regularly for improvement.



Categories & Point Values

1	Leadership	120
2	Strategic Planning	85
3	Customer and Market Focus	85
4	Measurement, Analysis, and Knowledge Management	90
5	Human Resource Focus	85
6	Process Management	85
7	Results	450
TOTAL		1000



Leadership

In a successful organization, what does leadership look like?



WSQA BACKGROUND

- Established in 1994 by Senate Bill 6220
- Patterned after the Baldrige Award.
- Awarded to organizations that have implemented and achieved exceptional quality performance
- Open to any organization in the state



Resources

- www.wsqa.net
- www.quality.nist.gov
- Criteria for Performance Excellence
- Baldrige & WSQA Examiners & Award Recipients
- Conferences
 - Public Sector Quality Conference
 - Spring Symposium
 - Others (ASQ, Quest for Excellence)