



LESSONS LEARNED: BEING A STATE AND/OR BALDRIGE EXAMINER

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Process to Become An Examiner

- **Desire and interest**
- **Job motivation**
- **Workshops**
- **Case study**
- **Part of team**
- **Mentoring**



**Typical Time Commitment of Examiners
For Washington State Quality Award
Figure A**

<u>Activity</u>	<u>Approx. Time</u>
1. Prepare & submit application to become examiner (August)	1-2 hours
2. Attend Introductory Training	8 hours
3. Complete Case Study prior to Examiner training session (Sept)	15-40 hours
4. Attend Examiner training session (September - December)	24 hours
5. If selected as a Senior Examiner, attend Senior Examiner training Session (December)	8 hours
6. Review actual application (December/January)	20-40 hours

**Typical Time Commitment of Examiners
For Washington State Quality Award
Figure A**

<u>Activity</u>	<u>Approx. Time</u>
7. Consensus Preparation Work (December/January)	8-16 hours
8. Attend Consensus Team meeting (February/March)	8-12 hours
9. If selected as Team Leader or Feedback Report Writer (misc planning, writing, follow-up work) (January/ April)	5-10 hours
10. Site Visit Preparation Work (Team Leader) (March/ April)	16 hours
11. Site Visit (including final report preparation) (March/ April)	32-40 hours
12. Attend final recognition event/awards ceremony (May)	4 hours
13. Provide feedback for improvement (June)	2 hours

Time commitment for a new examiner is between 124- 185 hours spread throughout the year. Senior Examiners and Feedback Writers volunteer for additional responsibilities and time.

Individual vs. Consensus Review

- **Personal vantage point vs. seeing the applicant through the eyes of the whole team**
- **Giving the best “objective” critique possible**

Personal Experiences-

Marianne

- **See one, do one, teach one**
- **Immeasurable translation back to work site to assist with application and preparation for site survey**
- **Belief in the process and criteria**
- **Adaptable to other work and personal settings**
- **It works!**

Additional Benefits- Marianne

- **Build repertoire of experts**
- **Networking at its best**
- **Enhance skills and improve weaker skills**

Personal Experiences- Erik

- **Used all my available horsepower**
- **Loved the teamwork!**
- **Wonderful learning useful in many situations & settings**
- **Gained enthusiasm seeing how application of the criteria has improved our applicant's organization**
- **First time will make me a better examiner the second time**

Personal Experiences-

John

- **It is fun!**
- **It is educational!**
- **Meet new and interesting people!**
- **Meet and understand new and different businesses and their challenges.**
- **Acquire new knowledge, skills and abilities.**
- **Learn Baldrige Performance Excellence System**
- **Learn from some of the best business organizations**

What Do I Do As An Examiner?

John

- **As an individual and as a group:**
 - **Review applicant**
 - **Score applicant against the Baldrige Criteria**
 - **Write feedback report for applicant noting strengths and opportunities for improvement**

How Does Being An Examiner Benefit Me and My Organization? John

- **Learn Baldrige Performance Excellence System**
- **Learn current thinking of how excellent businesses operate**
- **Learn what excellent businesses look like**
- **Learn what not so excellent businesses look like**
- **Understand and spot where you can apply opportunities for improvement in your organization**

How Does Being an Examiner Assist My Organization and Me? John

- **Learn to apply Baldrige principles in your organization**
- **Understand what can be done by excellent businesses**
- **Leadership, planning, customer focus, staff focus, processes, results**
- **Management by fact**
- **Empowerment**

John's Tattle Tales

- **Not providing sufficient time to review applicant**
- **Variations in scoring**
- **When good is really good**
- **Looking for process deployment in organizations**
- **Find “holes” in deployment**
- **Do the results have anything to do with the business processes?**

How Does Being an Examiner Benefit Me? - John

- **Increases your personal development**
- **Assists with “Green Belts” for promotion**
- **Move from vocation to management**
- **Move from management to higher management**
- **Better understanding of Leadership**

Benefits

- **Enhanced writing skills**
- **Interview skills**
- **Synthesis and consensus**
- **Internal expert**
- **Marketable knowledge**

Comments? Questions?

