Introduction to the Baldrige Program

Baldrige Performance Excellence Program | 2020

BALDRIGE
Performance Excellence Program

NIST
National Institute of Standards and Technology
U.S. Department of Commerce

For more than 30 years:

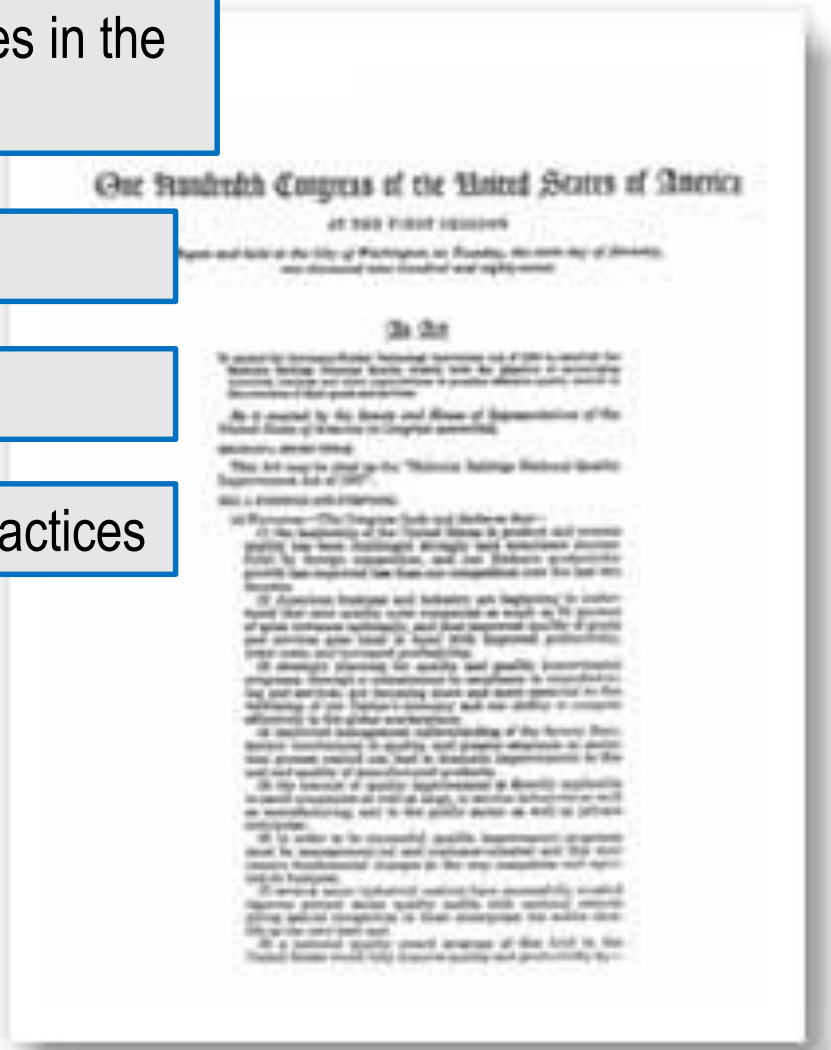
- Defining performance excellence
- Recognizing performance excellence
- Sharing best practices
- Helping organizations improve in areas of national need
    - Public-private partnership
    - Presidential education and award program

A 30+-year-old public-private partnership to improve the performance and competitiveness of businesses in the US

Establish the standard of excellence

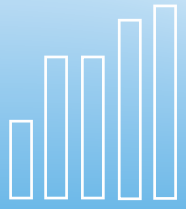
Identify role-model organizations

Foster use of the standard and share best practices

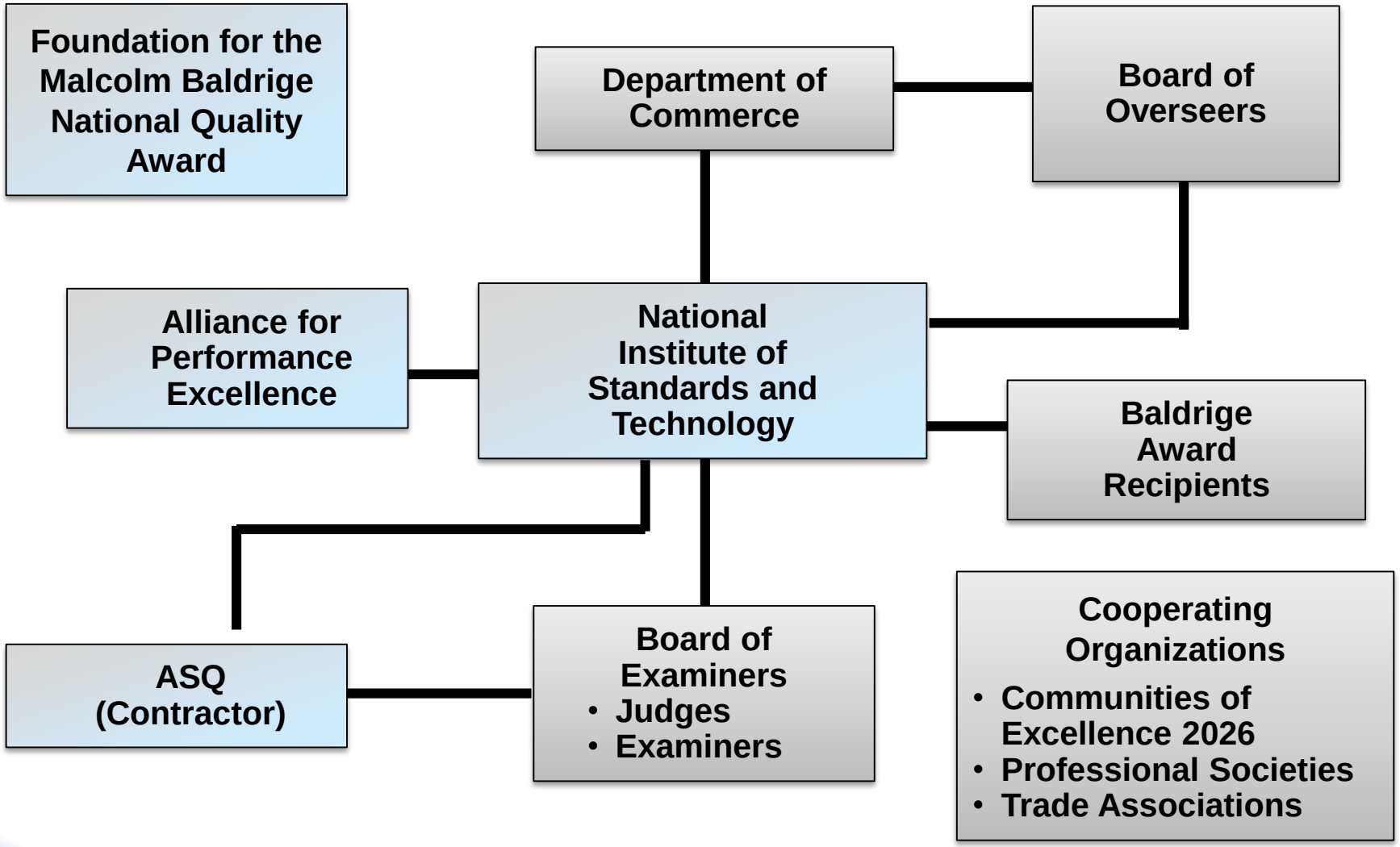


The Baldrige Program . . .

- Authors the Baldrige Excellence Framework and its Criteria for Performance Excellence
- Offers organizational assessments and self-assessment tools
- Provides training, executive development, and conferences
- Manages the Malcolm Baldrige National Quality Award
- Shares organizational best practices
- Offers approaches to cybersecurity risk management and community excellence



Baldrige Community



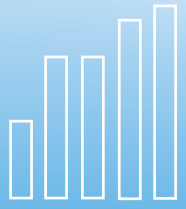
Performance Excellence

An integrated **approach** to organizational performance management that **results** in

Delivery of ever-improving value to customers and stakeholders, contributing to organizational sustainability

Improvement of overall organizational effectiveness and capabilities

Organizational and personal learning



Baldrige Excellence Framework and Criteria for Performance Excellence

- Define performance excellence
- Organizational Profile and seven categories—an integrated management framework
- Used by diverse organizations in all sectors of the economy
- Used to identify award recipients
- Updated every two years

Baldrige Excellence Builder

- Assess your organization against the most important features of organizational performance excellence
- Organizational Profile and seven categories—abbreviated

Baldrige Cybersecurity Excellence Builder

- Voluntary self-assessment tool
- Blends the Baldrige Excellence Framework's systems perspective with NIST Cybersecurity Framework concepts
- Assess the effectiveness and efficiency of cybersecurity-related processes and the results they achieve

communities of excellence 2026

A Systematic Approach to Excellence in Communities

Communities of Excellence 2026

Using a Baldrige-Based Framework to Lead Transformation

BALDRIGE
Performance Excellence Program

In partnership with the Baldrige Performance Excellence Program

Baldrige Executive Fellows Program

Hands-On Leadership Development

In-depth learning from world-class organizations and their senior executives

Peer network of fellow executives

Best practices and solutions to drive organizational improvement

Capstone project for an organizational strategic challenge or opportunity

Deeper understanding of strategy; sustainability; integration of processes, plans, resources, and goals; and measurement

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2018
WINNER'S CIRCLE
CUSTOM CONTENT PROGRAMMING-CONTINUING EDUCATION PROGRAM WITH EMPHASIS ON LEADERSHIP/ ORGANIZATIONAL DEVELOPMENT

Become a Baldrige Examiner

Attend award-winning training

Learn about the Baldrige Excellence Framework and Criteria

Evaluate and provide feedback to Baldrige Award applicant organizations

Network with peers

- Gain experience in organizational assessment

- Be recognized for service by the Secretary of Commerce and the NIST Director

- Develop analytical and consensus-building skills

Created a national and international standard for performance excellence

Produced role models

Shared best management practices

Generated award programs

Raised U.S. competitiveness

Established outreach and education systems

Created assessment tools in areas of national need (community excellence and cybersecurity)

Program Achievements

The ratio of the Baldrige Program's benefits for the U.S. economy to its costs is estimated at **820 to 1**.

121 Baldrige Award winners serve as national role models.

2010–2019 award applicants represent **650,093 jobs**, 3,209 work sites, over $181 billion in revenue/budgets, and over 590 million customers served.

348 Baldrige examiners volunteered roughly **$7.8 million** in services in 2019.

State Baldrige-based examiners volunteered around **$29 million** in services in 2018.

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Start Improving Your Organization (1)

- Purchase the Baldrige Excellence Framework or download free content.
- Become a Baldrige examiner, or attend examiner training.
- Attend a national or regional Baldrige conference.
- Do a Baldrige self-assessment.

Start Improving Your Organization (2)

- Contact your state or local Baldrige-based program: www.baldrigealliance.org.

- Consider the Baldrige Executive Fellows Program for a senior leader.

- Contact a Baldrige Award recipient.

- Apply for a Baldrige-based award, or consider a Baldrige Collaborative Assessment.

For More Information

- *Baldrige Excellence Framework* booklets and free content
- Self-assessment tools
- Organizational assessments
- Training, conferences, and executive education
- Award recipient profiles
- Case studies
- Connections to the Baldrige community

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