

# **Executive Overview - Baldrige for Business ES 501**

Instructor: Roy Kinkaid

CEU: 0.4

RU: 0.4

Prerequisite: None

## Introduction:

What is the Malcolm Baldrige National Quality Program (MBNQP) – Business Criteria for Performance Excellence?

- The MBNQP Business is a set of criteria for organizational performance excellence as it applies to Business
- The criteria apply to all functions of an organization to include: leadership, strategic planning, customers, performance measurement, workforce, process management and improvement, and organizational performance results

## Abstract:

The purpose of the four hour Baldrige Criteria overview is to familiarize Business organization leaders with:

- History of the criteria
- Business organizational performance excellence as defined by the criteria
- Benefits of using the criteria as a guide for performance excellence
- Successful national and PA state applicants award recipients
- Deciding if the criteria are appropriate for their organization

## Course Content/Learning Objectives

- Understanding the criteria – how it works
- Overview of the seven categories of the criteria:
  - Leadership – setting direction for quality, the customer, ethics
  - Strategic planning – the organizational plan current/future, the planning process, deployment, and tracking progress
  - Customer focus – customer requirements current and future, engagement and satisfaction
  - Measurement, Analysis And Knowledge Management - performance measurement, review, actions taken to improve, sharing best practices within the organization
  - Workforce focus – staff hiring, retention, training, satisfaction and engagement
  - Process management – key process performance and improvement
  - Results – organizational performance results, benchmarks
- Getting started with the criteria
- Self assessment

## Who should attend?

Management and staff at all levels interested in learning about the MBNQP Business Criteria for Performance Excellence and its application to their organization