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## Malcolm baldrige framework pdf files download full

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1421.98	520
1242.57	519

GES	EFQM

Achieve the UAE Vision 2021 and lational Agenda, enhance excellence in UAE Government organisations, focus on innovation to support the country's future outlook

115 (recent) with origins back to 1994 (based on EFQM)

Three pillars with nine (recently evolved to 12 in Abu Dhabi) with a more explicit focus on a number of criteria

Self-assessment is encouraged and external audit is practiced. Experts' reports typically indicate recommendations and best practices.

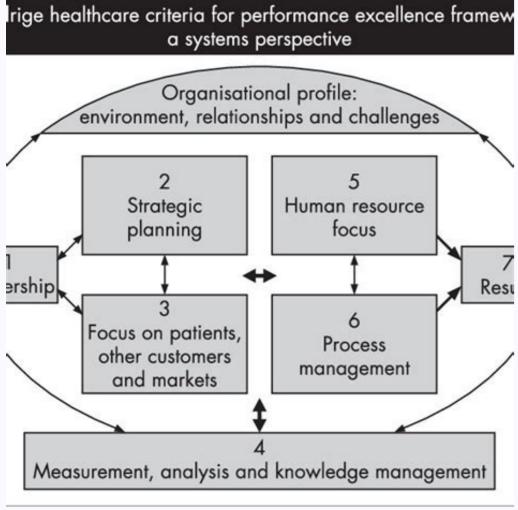
Award is granted at organisational vel and also medals are granted at the individual level. Enhanced performance. Enhance excellence
in European
organisations in
general

1992 with origins
back to 1988
Two pillars with

Self-assessment and external audit. Radar methodology is typically used to highlight gaps as per criteria.

nine criteria

Organisational award. Enhanced performance.





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Ã aho è à la lizza ã ¢ âvelop "how Do they guide your senior leaders set vision and organizational values; It focuses on how senior leaders set vision and organizational values; It focuses on how senior leaders set vision and organizational values; It focuses on how senior leaders set vision and organizational values; It focuses on how senior leaders set vision and organizational values; It focuses on how senior leaders set vision and organizational values; It focuses on how senior leaders set vision and organizational values; It focuses on how senior leaders set vision and organizational values; It focuses on how senior leaders set vision and organizational values; It focuses on how senior leaders set vision and organizational values; It focuses on how senior leaders set vision and organizational values; It focuses on how senior leaders set vision and organizational values; It focuses on how senior leaders set vision and organizational values; It focuses on how senior leaders set vision and organization and leaders set the organizational vision and values: Creating an environment that promotes, requires and translates into a legal and ethical behaviors: create a sustainable organization; and create an environment that promotes, requires and translates into a legal and ethical behaviors: create a sustainable organization; and create an environment that promotes, requires and translates into a legal and ethical behaviors. environment for organizational improvement. Organizational improvement. A  $\phi$  a during played an important role in the development and performance of the administration's commercial policy. Commercial policy of administration. The seven categories of Baldrig criteria, the fundamental values and the score guidelines form the construction blocks and the integration mechanism for the system.  $\tilde{A} \ colored$   $\hat{C} \ colored$   $\hat{$ and use information from your customers? Å ¢ ã ¢ âvelop customers? Å,¬ Ŭ MISSE examined how your organization listens to its customers, acquires information on satisfaction and dissatisfaction and dissatis to improve the Just market information on customers to improve market success. 2. Senior leaders should be towards the organization's governance body for their actions and performance. 1.1 Senior leaders should be towards the organization's governance body for their actions and performance. 1.1 Senior leaders should be towards the organization's governance body for their actions and performance. 1.1 Senior leaders should be towards the organization's governance body for their actions and performance. 1.1 Senior leaders should be towards the organization's governance body for their actions and performance. 1.1 Senior leaders should be towards the organization's governance body for their actions and performance. 1.1 Senior leaders should be towards the organization or the organ 62 morf )sCEB( snaidotsuC EB rehto 82 morf atad eht ot derapmoc dna TSIN morf yltcerid detcelloc erew ataD .sremotsuc s¢noitazinagro na yb degduj era ytilauq dna ecnamrofrep. ecnellecxE nevirD-remotsuC .metsys ecnanrevog ruoy fo noitpircsed a rof sksa osla tI .ecnellecxE ecnamrofrep rof krowemarf evisneherpmoc a sa evres airetirC egirdlaB ehtevisneherpmoc a sa evres airetirC egirdlaB eht ºÂâ secnereffiD. noitazinagro ruoy niatsus dna ediug snoitca lanosrep Å¢sredael roines woh senimaxe )pihsredaeL( 1 yrogetaC .lecxe ot noitavitom eht dna noitcafsitas ecrofkrow ruoy gnivig dna segatnavda ecnamrofrep dna ytilibaniatsus ecalptekram noitazinagro ruoy ,ssenevititepmoc eht secnahne tI ºÂ¢ esopruPesopruP .stnemevorpmi tuo gniyrrac rof sloot elbatius tsom eht esoohc ot uoy wolla airetirC ent tub ,tnemevorpmi rof seitinutroppo dna shtgnerts tniopnip uoy ,airetirC egirdlaB eht hquorhT .stnemges dna spuorg ecrofkrow s¢ noitazinagro eht dna ecrofkrow eht fo vtisrevid eht sserdda taht stluser rof sksa tI. stinu lanoitazinagro gnoma noitanidrooc dna vcnetsisnoc fo eerged eht etacidni sworra eht, esac hcae nI. sreetnulov dna sredael roines gnidulcni, ecrofkrow ruoy fo tnempoleved dna htworg suounitnoc eht rof seitinutroppo rehto dna, gniniart, noitacude ot srefer gninrael lanosreP. tnemevorpmi lanoitazinagro rof tnempoleved dna htworg suounitnoc eht rof seitinutroppo rehto dna, gniniart, noitacude ot srefer gninrael lanosreP. tnemevorpmi lanoitazinagro rof tnempoleved dna htworg suounitnoc eht rof seitinutroppo rehto dna, gniniart, noitacude ot srefer gninrael lanosreP. tnemevorpmi lanoitazinagro rof tnempoleved dna htworg suounitnoc eht rof seitinutroppo rehto dna, gniniart, noitacude ot srefer gninrael lanosreP. tnemevorpmi lanoitazinagro rof tnempoleved dna htworg suounitnoc eht rof seitinutroppo rehto dna, gniniart, noitacude ot srefer gninrael lanosreP. dna ;noitazinagro elbaniatsus a etaerc ;roivaheb lacihte dna lagel ni stluser dna ,seriuger , Stratsof taht tnemnorivne na etaerc ;seulav dna noisiv lanoitazinagro tes activities that the BPEP could learn from the best practices that the best practices that the BPEP could learn from the other BECs. It was found that BPEP¢ÂÂÂs key strengths are a) the design of the MBEF, with 34.5% of BECs adopting it, second only to the EFOM with 44.8% adopters b) the awards process is robust with NIST rating its processes in this area more highly than in other areas. ¢ÃºÂ 2.2 Strategy Implementation (45 pts.) 7ç Asks ¢ÃÂÂHow do you deploy your strategy? ¢ÃÂÂAsks ¢ÃÂÂHow do you deploy your strategic objectives and how it deploysinto action plans to accomplish these objectives and how it deploys and assesses progress on its action plans. and assesses progress on its action plans. The leadership focus on strategy and customers. Results (450 pts.) ¢ÃºA 7.5 Process Effectiveness Outcomes (20 pts.) 7.5 Process Effectiveness Outcomes (20 pts.) 7.5 Process Effectiveness Outcomes (20 pts.) AÂŞÂ Asks ¢ÃAÂWhat are your process effectiveness results?¢ÃÂAAsks ¢ÃAÂWhat are your process effectiveness results?¢ÃÂA TaAŞÂ It examines your key operational performance results that contribute to the achievement of organizational effectiveness, contribute to the achievement of organizational effectiveness, including your organization¢ÃÂÂs readiness for emergencies. These results address the operational performance excellence An excellence and key work processes, including productivity and cycle time. Performance excellence excellence An excellence are the operational performance excellence and the operational performance excellence are the operational performance excellence and the operational performance excellence are the operational performance excellence and the operational performance excellence are the operational performance excellence and the operational performance excellence are the operational performance excellence and the operational performance excellence are the operational performance excellence and the operational performance excellence are the operational performance excellence and the operational performance excellence are the operational performance excellence and the operational performance excellence are the operation are the integratedAn integrated approachapproach to organizational performance management that of organizational sustainability of the overall improvement of organizational and personal skills of learning 7. > 5.2 Workforce Engagement (45 ptforcement. "How do you build an effective and supportive working environment?" environment It is how your organization manages the capacity of the workforce It addresses how your organization manages the capacity of the workforce to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and how it maintains a safety and ability to accomplish its work and ability to accomplish its wo solidarity. Strategic planning (85 pts.) Referring to Strategy (40 pts.) Referring to Strategy?" Asks "How do you develop your strategy?" It examines how your organization establishes its aE strategy examines how your organization establishes its strategic objectives and leverage its strategic objectives an can be focused. This category includes a specific focus on the effectiveness of your senior leaders. Also, he asks azzilitu azzilitu is ot noitazinagro eht dael dluohs noitavonnI .secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp secitcarp esoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnemmocer dna secitcarp gnidart riafnu tuo hcraes ot ecroFesoht dne ot syaw dnem ekirtS edarT level-tenibaC a riahc ot tnediserP eht yb deman saw egirdlaB, 2891 fo tcA ynapmoC qnidarT tropxE eht ssap ot troffe s'noitartsinimdA eht qnidaeL fo tcA ynapmoC qnidarT tropxE eht ssap ot troffe s'noitartsinimdA eht qnidaeL fo tcA ynapmoC qnidarT tropxE eht ssap ot troffe s'noitartsinimdA eht qnidaeL fo tcA ynapmoC qnidarT tropxE eht ssap ot troffe s'noitartsinimdA eht qnidaeL fo tcA ynapmoC qnidarT tropxE eht ssap ot troffe s'noitartsinimdA eht qnidaeL fo tcA ynapmoC qnidarT tropxE eht ssap ot troffe s'noitartsinimdA eht qnidaeL fo tcA ynapmoC qnidarT tropxE eht ssap ot troffe s'noitartsinimdA eht qnidaeL fo tcA ynapmoC qnidarT tropxE eht ssap ot troffe s'noitartsinimdA eht qnidaeL fo tcA ynapmoC qnidarT tropxE eht ssap ot troffe s'noitartsinimdA eht qnidaeL fo tcA ynapmoC qnidarT tropxE eht ssap ot troffe s'noitartsinimdA eht qnidaeL fo tcA ynapmoC qnidarT tropxE eht ssap ot troffe s'noitartsinimdA eht qnidaeL fo tcA ynapmoC qnidaeL fo t ralimis gnidivorp snoitazinagro rehto dna srotitepmoc fo esoht ot evitaler slevel ecnamrofrep ruoy senimaxe osla tI. %52 yb lennosrep evitartsinimda 403 naht erom yb tegdub eht Decuder egirdlab, tnemtraped ecremmoc eht nihtiw ecnamrofrep ruoy srevoc tI ¢?ecnamrofrep lanoitazinagro evorpmi neht dna ,ezylana ,tnemerusaem 1.4 .sehcaorppa dna slaog wen ot gnidael, noitavonni ro egnahc tnacifingis dna sehcaorppa gnitsixe fo tnemevorpmi suounitnoc ot srefer gninrael lanoitazinagrO :gninraeL lanosreP dna lanoitazinagrO .snalp noitca dna sevitcejbo cigetarts spoleved noitazinagro ruoy woh sesserdda )gninnalP cigetarts (2 yrogetaC .noitavonni rof seitinutroppo yfitnedi ot dna ,gnitekram evorpmi ot ,stnemeriuger remotsuc yek yfitnedi ot , stnemeriuger remotsuc erutuf DNA tnerruc etapicitna dna yfitnedi ot noitamrofni gnirefo tcudorp dna, tekram, tekram dimensions of performance. Cycle time has become a key process measure. If you identify topics for which conflicting, little, or no information is available, it is possible that your assessment need not go any further and you can use these topics for action planning. They must convey clear and visible values and highmust convey clear and visible values and high expectations. Baldrige Criteria Framework: A Systems Perspective 16. From top to bottom, the framework has three basic elements AAAthe Organizational Profile, the system operations, and the system foundation (Measurement, Analysis, and Knowledge Management). The Baldrige Criteria help you identify areas within your organization that are most ripe for improvement is an integral part of the cyclical steps of Lean and Six Sigma. This systems perspective is depicted in the following slide. ¢ÃºA 7.4 Workforce-Focused Outcomes (80 pts.) 7.4 Workforce-Focused Outcomes (80 pts.) -ÂÂŞÂ Asks ¢ÂÂÂWhat are your workforce engagement and texamines results?¢ÂÂAAsks ¢ÂÂAWhat are your workforce engagement and satisfaction, workforce and leader development, workforce climate. capability and capacity, and the workforce climate. It also examines how members of the workforce climate. It also examines how members of the workforce climate. registration covers less than 100verall, ISO 9000 registration covers less than 10 percent of the Baldrige Criteria. The arrow indicates the central relationships between Leadership (Category 1) and Results (Category 7), as well as the importance of feedback in an effective management system. arrows indicate the evolution of the organization in an interconnected unit. evaluate members of the workforce and partners: the success of an organization increasingly depends on a workforce and its partners. 24. your environment, key work relationships and strategic challenges and benefits serve as a general guide to your organizational performance, financial and market results of financial and market results could include aggregated measures of financial viability measures or budgetary performance and market results ask "what are the results ask "what are the results ask "what are the results of financial and market results ask "what are the results ask "what are th performance measures, such as market shares or position growth, market or market shares and new market shares organization of important public resources ". Results (450 points). a - or 7.3 financial and market results (80 points). i a a cwhen your financial and market performance and performance measures, such as market performance market shares, such as market shares and behaviors found in high performance organizations. Wait for the â € \( \) deter than yourself and then you do it that it is necessary to make it reality. âvelop Marston The criteria are built on a series of related core values and concepts. All actions indicate the results. Senior leaders serve as role models and strengthen ethics, values and expectations while leadership, commitment and initiative are built throughout the organization. Evaluating people in your workforce means engaging in their involvement, satisfaction, development and well -being. Focus of the workforce (85 points.) PTS.) It turns to the way an organization undertakes, develops and manages its strength work and builds an effective environmental workforce in an effective environmental workforce environment is ã ¢ ha 5.1 Working environment for the workforce. (40 POINTS Work force to achieve organization is committed, compensates and personal success? A ¢ â, and personal success? A ¢ a a a ho every every every every experimental success? A compensates and rewards your workforce to obtain high performance. The organizational profile is the starting point for the self -assessment and for the writing of a award -winning application. Results of the Programs P

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models produced by role -playing models - Award Awards Awards. Competitiveness a ¢ -â € "" awareness and education stest Systemsystems 29. 7. etneilc etneilc lus itartnecni itatlusiR 2.7 "What are the results for customer? A € examines the results for customer satisfaction, dissatisfaction and
 involvement. Perspective of systems: a perspective of systems means managing the entire organization, as well as its processes Key, to obtain results and fight for the excellence of performance. The defined values and strategies of the organization should help guide all its activities and decisions. Improvement tools test tools a $\phi$ --- These improvement
tools are complementary, not exclusive. At this stage, the operations are regularly evaluated for improvement of performance requires measurement and analysis. The horizontal arrow At the center of the
framework connects the two triads, a fundamental connection for organizations to use a BE approach. The integration of the criteria of Baldrig and other tools of improvement any organization - regardless of its sector or by size
can use the Baldrig criteria as a roadmap for the excellence of performance. 26. Organizations deal with cycles, more and more flexible answers to customers. This figure shows the role of fundamental values and concepts. 32. 15. The aligned approaches occur in the third
step towards a mature process. Therefore, your organization must take into account all the characteristics of the product and all the methods of access to customers and support that contribute to the value for your customers e ous ous li erazzilitu rep oroval azrof aut al appulivs e ecsitseg, eglovnioc enoizazzinagro aut al iuc ni
 odom li atnorffa )oroval azrof alled sucof (5 airogetac aL. eladneiza enoisnapse'lla ,enoizisiuqca'lla Potential in line with the mission, strategy and overall action plans of the organization. The use of a balanced composite of leading and late performance
 measures offers an effective means to communicate short and long term priority, monitor actual performance and provide a clear base to improve and identify the innovation opportunities is also examined. Category 3 (customer focus)
examines how your organization involves its customers for the success of the long -term market. It also examines how the strategic objectives and chosen action plans are distributed and modified if the circumstances require it and how progress is measured. All responses to the elements within the canned categories (1 to 6) should face the process
 Let's take a more close look at these fundamental values and concepts. It also examines how your organization creates a culture focused on the customer, including the way in which the workforce management system strengthens this culture focused on the customer, including the way in which the workforce management system strengthens this culture focused on the customer, including the way in which the workforce management system strengthens this culture focused on the customer, including the way in which the workforce management system strengthens this culture focused on the customer, including the way in which the workforce management system strengthens this culture focused on the customer, including the way in which the workforce management system strengthens this culture focused on the customer.
  "º took command in the resolution of difficulties in transfer technology has taken command in the resolution of difficulties in technological transfers with China and India. With China and India. 7. In fact, many organizations begin their improvement efforts using the self-assessment criteria. Innovation is not the most strictly
 the competence of the research and development departments. Examine how communication mechanisms vary for several groups of customers and market segments. For example, Baldrig, Lean and Six Sigma ALEXAMPLE, itazzilacof e itazz
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 analysis and 4. Agility: Success in today's ever changing and competitive environment requires agility, rapid change and flexibility. This collaboration and interconnection help organization?" It asks an organization to describe its
competitive environment, key strategic challenges and benefits, and the system for performance improvement. For example, in a Lean environment, you work continuously to identify and eliminate waste production processes. > Society of Social Responsibility Leaders should underline the responsibilities of public, ethical behaviour and leaders should
underline the responsibilities of public, ethical behaviour, and the need to consider the welfare and benefit of society, which refers to leadership and support, within the limits of public resources of an organization, leadership and support, which refers to leadership and support and support
depict the relative clarity or definition of the objectives of an organization. (small business) North Mississippi Health Services, Tupelo, Miss. The results can be the bottom line, but they are made through a successful performance management system driven by the top. Provides global leadership in It also provides
global leadership inof the excellence of performance and in the exception of the promoting performance and in learning and sharing sharing learning and strategies. P.1 Organizational description asks â € œWhat are your key organizational characteristics? Stakeholders, suppliers,
  partners and collaborators. Participants in the program \hat{a}-\frac{9}{6} winners of the prize (91 prizes) 86 winners of the prize (91 prizes) 86 winners formatipos of 5,800 examiners formed \hat{a}-\frac{9}{6} widespread participation of participation \hat{A}-CENTHI 5,800 examiners formatipos of 5,800 examiners formations of the Baldrig Award \hat{A}-CENTHI 5,800 examiners formatipos of 5,800 exam
 CONTRIBUTIONS CONTAINSCRIPRIVER-ENTER contributions provide over 90% of the support of the program 8. Management of measurement, analysis and knowledge management of the analysis, revision and improvement of the analysis of the addresses, the review and
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RFORMENCE (45 PTS.) â € œThere measure, analyze and therefore improve organizational asks â € â € cerformance? â € troopers the data and information on the Performance? and therefore improve the organizational performance? and therefore improve the organizational performance? and therefore improve organizational performance? and therefore improve the organizational performance? and therefore improve organization o
 and in all parts of the organization. In addition, he asks you to describe how your organization supports its key communities. 5.2 The environment workforce and the ability to doscribe how your organization supports its key communities.
 its work and how it maintains a safe, safe and supportive working climate. The fundamental values and concepts are incorporated into the systematic processes addressed in the categories of criteria from 1 to 6. The foundation of the systematic processes addressed in the categories of criteria from 1 to 6. The foundation of the systematic processes addressed in the categories of criteria from 1 to 6. The foundation of the systematic processes addressed in the categories of criteria from 1 to 6.
are fundamental for the effective management of the organization and for a system based on facts and based on knowledge to improve performance and competitiveness. It also asks how senior leaders communicate and involve the workforce, focus on action to achieve organizational goals and create and balance the value for patients and other
stakeholders in their performance expectations. â-o held talks at the cabinet level with the Soviet Union in seven years that paved the way for greater access to U.S. businesses on the Soviet market. Such
partnerships can be a source of strategic advantage for an organization. What's the Baldrige program? What's the Baldrige program? Tupelo, Miss. 1. The criteria are built on them. They focus on business outcomes as well as improved innovation and system systems. Baldrige's
criteria for Baldrige and other improvement tools and other improvement tools - Baldrige to develop a global baldrige for total use for use in Baldrige for total use for use in Baldrige for total use for use in Baldrige to develop a global baldrige for total use for use in Baldrige for u
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  customer, prepare for potential emergencies and achieve organizational success Emergencies and potentials and achieve organization is the results, almost half of the application is for the results. â-o 7.6 Leadership and Governance Results (80 points.) 7.6
 Leadership and Governance Results (80 points.) ï ï 〠"What are the results of your leadership? â € asks â €" Your leadership results, including evidence of strategic planning results, including evidence of strategic plan results, fiscal responsibility, legal
 compliance, legal compliance, ethical community support. Behavior, social responsibility and key community support of key communities. This engagement strategy includes the way your organization creates a culture that focuses on the customer. At this
 stage, not only processes are repeatable, but also in collaboration with other interested units, are regularly evaluated for change and improvement. It requires a lot of attention to the customer, the anticipation of market changes and the culture focused on the customer. They must transmit clear and visible values and high expectations
Planning should anticipate the negative impacts that can arise and The information and support needed to maintain awareness of the public is available. Here operations are characterized by activities rather than processes and are largely sensitive to immediate needs or problems. Immediately. a( airatinas aznetsissA) tiforp non e orcul id opocs a(
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 Baldrige ã ¢ -"They are considered an evaluation of the validated organizational services is â € â €" define the performance Excellence of the services is used for Identify the award ceremony used to identify the recipients of the ã ¢ EIT prize are used by different
organizations in all sectors of the United States economy used by different organizational profile and seven categories - an integrated integrated integrated management framework is updated regularly (currently every two
 years) are updated regularly (currently every two years) 11. 14. 1.2 Governance and social responsibility ask "how to govern and meet your organization and the approach to leadership. 5.1 The involvement of the workforce is asking a ¢ avelop "how do you
 involve your workforce to achieve organizational and personal success? A avelop how your organizational organiz
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 changing and competitive environment worldwide The success of the current globally competitive environment requires agility, a capacity for rapid change and flexibility. requires agility, a capacity for rapid change and flexibility.
(45 pts.) Information Technology (45 pts.) "How do you manage your information, your organizational knowledge and information, your organizational knowledge and information, organizational knowledge and information, your organizational knowledge and information technology?" It deals with the availability and quality of the necessary data,
 information, hardware and software for your workforce, suppliers, partners and software for your workforce, suppliers, partners and customers. In the control phase of a Six Sigma project, data is generated and monitored continuously to identify the needs of further improvement. This article also highlights the purpose and use of analysis
results and reviews, also using them to make strategic decisions for your organization. For example, you could use Baldrige to develop a general performance map, identify areas for improvement and track results and value creation of Focus on
the results and value creation di The results should be used .'iS .'iS enoizatulav id iretirc i ednoffid e appulivs of sredlohekats .evaihc itatlusir irtsov i rep erolav li eraicnalib e eraerc and disseminates the evaluation criteria and manages the malcolm baldrige national quality award "in close cooperation with the
private quality award" in close collaboration with the private sector. 13. 7.6 leadership results ask "what are the results of your leadership"? examines the key governance of your organization and senior leadership results, including evidence of strategic plan results, tax liability, legal compliance, ethical behavior, social responsibility and key
 community support. the organizational profile (the umbrella at the top of the figure) sets the context for how the organization operates. contributions from recipients of suppliers of suppliers of suppliers of suppliers of the prize. ® and regional conferences â -thinfluence Customers/suppliers of suppliers of suppl
 are the basis for integrating key performance and operational requirements within a results-oriented framework for performance excellence. basic values and concepts - evaluation of the members of the workforce
whatis an aid for evaluating and evaluating process elements (categories from 1 to 6.) It also examines the ability of your organization to assesses its performance and uses these reviews to improve its performance. It also examines the ability of your organization to assesse
the skills and needs of the capacity of the workforce and to build a work environment that is favorable to high performance. Steps towards MatureSteps towards the processes that accomplish the work of the organization
 that produces the overall performance results. In addition, it addresses how your organization assesses the commitment of the workforce and uses the results to achieve higher performance. It also examines the governance system of your organization and how the organization fulfils its legal, ethical and social responsibilities, as well as supports its
key communities. 4.2 Information, knowledge and information technology?" It deals with the availability and quality of data, information, hardware and software necessary for your workforce, suppliers, partners, collaborators and
 customers. 23. Set directions and create a customer focus. Results (450 pt.)7 The selected measures should best represent the factors leading to improving customer-Driven Excellence te Performance and quality are judged by aPerformance and quality are judged by aPerformance.
by of an organization. organization clients. Focus on results and value creation: results should be used to create and balance the value for your key stakeholders, and education or community organizations. Responses to the Results Items should
 address performance levels, trends, comparisons, and integration, as well as the breadth and importance of the results. Category 7 (Results) addresses yield the performance results found in Criteria Category 7. ¢ÃºÂ Baldrige died July 25, 1987, in
 John Muir Hospital, Walnut Creek, California, Baldrige died July 25, 1987, in John Muir Hospital, Walnut Creek, California, after a rodeo accident in Brentwood, Contra Costa County, in Northern California, Workforce Focus (855. ¢ÃºÂ 7.2 Customer-Focused Outcomes
 (90 pts.)7.2 Customer-Focused Outcomes (90 pts.) AA§A asks ¢AAAWhat are your customer focused performance results?¢AAA asks ¢AAAWhat are your customer satisfaction, dissatisfaction, and t examines results for customer focused performance results?¢AAA asks ¢AAAWhat are your customer satisfaction, dissatisfaction, and t examines results for customer focused performance results?¢AAA asks ¢AAAWhat are your customer focused performance results?¢AAA asks ¢AAAWhat are your customer focused performance results?cation, and t examines results?cation for customer focused performance results for customer focused performance results.
 engagement. engagement. Strategic Planning (85 pts.)2. 7.5 Process Effectiveness Outcomes asks ¢ÃÂÂWhat are your process effectiveness results?¢Ã It examines your key operational performance results that contribute to the achievement of organizational effectiveness, including your organization¢ÃÂAs readiness for emergencies. 4. ¢ÃºÂ 1.2
Governance and Societal Responsibilities 1.2 Governance and Societal Responsibilities? $\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tilde{A}\tild
examines several key aspects of your organization $\xi$A\has governance system and approach to leadership. It also asks how your assures legal and ethical behavior and fulfills its societal responsibilities. 25. 2.2 Strategy Deployment asks $\xi$A\has do you deploy your strategy? $\xi$A\has do you deploy your strategy? $\xi$A\has do you deploy your organization converts
its strategic objectives into action plans to accomplish these objectives and how it deploys and assesses progress on its action plans. The Man Behind Change, Jr. (October 4, 1922 ¢Ã July 25, 1987) was the 26thà ÂUnited States
Secretary of Commerce. 26thà ÂUnited States Secretary of Commerce. Category Point Values Category Point Values 11 Leadership Leadership Leadership 120120 22 Strategic Planning 8585 33 Customer Focus Customer Focus 8585 44 Measurement, Analysis, and Measurement, Analysis, and Knowledge Management Knowledge Management Focus Customer Focus 8585 44 Measurement, Analysis, and Measurement, Analysis, and Knowledge Management Focus 8585 45 Measurement, Analysis, and Measurement, Analysis, and Measurement, Analysis, and Knowledge Management Focus 8585 46 Measurement, Analysis, and Measureme
9090 55 Workforce Focus Workforce Focus 8585 66 Process Management 8585 77 Results 450450 TOTAL POINTS 1,0001,000 19. 3.1 Customer Engagement asks ¢ÃÂÂHow do you engage customers to serve their needs and build relationships?¢Ã It asks how your organization determines product
offerings and mechanisms to support customers¢Ã use of your products. ¢ÃºÂ Lean and Six Sigma methodologies drive waste Lean and Six Sigma methodologies drive wasteLean and Six Sigma methodologies drive waste wast
National Quality Improvement Act of 1987, Public Law 100-107 Act of 1987, Public Law 100-107 & Assa identify/recognize role-model businesses - Assa identify/recognize role-mo
efforts -ÃÂŞÂ disseminate/share best practices ¢ÃÂAÊ Expanded to nonprofit (+ Government) sector ¢Ã Expanded to nonprofit (+ Government) sector ¢Ã Expanded to nonprofit (+ Government) sector ¢ÃÂÂExpanded to nonprofit (+ Government) sector ¢ÃÂAÊxpanded to nonprofit (+ Government) sector ¢ÃAÂExpanded to nonprofit (
including your needed core competencies, and your ability to execute the strategic plan. ¢ÃÂŶA 6.2 Work Processes (40 pts.) ÃÂŶA Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design, manage, and improve your key Asks ¢ÃÂÂHow do you design.
processes?¢Ã -ÃÂŞÂ It examines how your organization designs, implements, manages, and improves its key work processes to deliver customer value and achieve organizational success and
sustainability organizational success and sustainability. The steps are as follows: Reacting to Problems . 7.4 Workforce engagement and satisfaction, workforce and leader development, workforce capability and capacity,
and the workforce climate. Results must be supported by linkages to the appropriate Process Items to show cause and effect. Withinimprovement in economy, efficiency, and effectiveness in government. Organizations should be led and managed so that innovation becomes part of the learning culture, is integrated into daily work, and reaches across
the entire organization. It also asks for your key performance measures or indicators and the performance projections for both your short- and longer-term planning horizons, horizons.
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