

The Foundation for the Malcolm Baldrige National Quality Award



“The award that bears his name reflects the virtues that he brought to public service and how he lived in his private life, a commitment to excellence, shrewd judgment and sound judgment, principled leadership, integrity, and a sense of responsibility.”

George W. Bush
President of the United States
March 7, 2002



Opening Remarks/Agenda

**Introduction &
Foundation Update**

Al Faber, President & CEO, Baldrige Foundation

**Baldrige Performance Excellence
Program Update**

Bob Fangmeyer, Director, BPEP

**Alliance for Performance
Excellence Update**

**Brian Lassiter, Chair, Alliance Board of
Directors**

Questions

Audience

Closing Remarks

Al Faber



Four Strategic Imperatives-

ORGANIZATIONAL ALIGNMENT: STRATEGY – BUDGET – ACCOUNTABILITY

FUNDRAISING

Message

Bold, Dynamic, Inspirational Message
Build and Grow Constituency
Strategic Communications (Internal/External)
Media Relations – Print, TV, Radio, Internet
Announcements Online & Print Advertising
Leverage Social Media

Fundraising

Major Gifts, Small Gifts, Planned Giving
Combined Federal Campaign with State
Programs, Business Partnerships

ADVOCACY

Priority #1. Restore BPEP in the Federal Budget and the President's Agenda.

Priority #2. Develop Strategic Alliances. Congress; Departments of: Education; Defense; Health and Human Services; Veterans Affairs; Small Business Administration; and others like ACHE, CHIME

Priority #3. Build Grass Roots Support including State Programs.

BOARD DEVELOPMENT

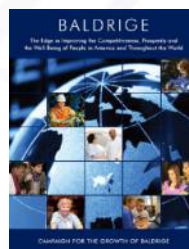
Working Board – Trustee Board
Embrace the Mission and Work as a "Team"
Contribute financially and seek support
Make connections and offer expertise
Represent the organization

FOUNDATION OPERATIONS

Baldrige-Based using the Framework
Customer Focused/Driven in Everything
Stewardship beyond Reproach
Continuously Improving
Adding Value to the Enterprise



"Ensure the long-term financial growth and viability of the Baldrige Performance Excellence Program..."



...and to support organizational performance excellence in the United States and throughout the world"



"America's Most Influential Leaders – Supporting the Nation's Quality Awards Program."



Baldrige-Based, Leads by Example: "Confident, Deliberate, Process Driven, Accountable"



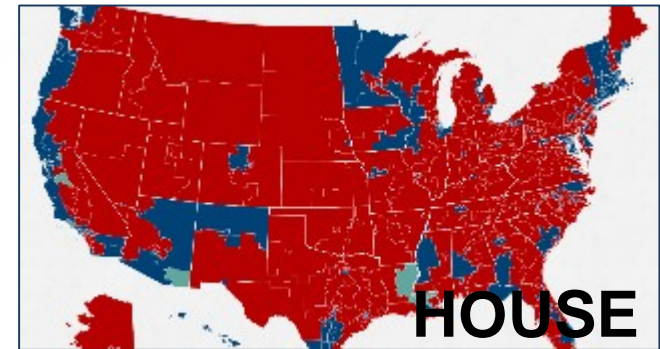
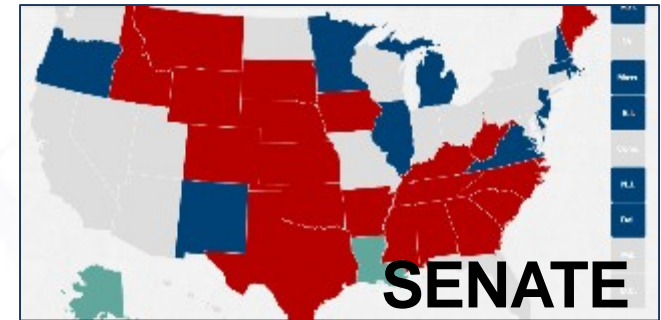
"To be recognized around the world as the premier foundation for the promotion of performance excellence in all sectors of the economy."

We will inspire organizations to achieve excellence in all they do with pride and societal responsibility. Together with our stakeholders we will create value through research and deployment of the latest cutting-edge management practices. We will focus on the future and manage for agility, innovation and creativity. Our Baldrige-based role-model performance will result in the Foundation's endowment exceeding \$135 million by 2050.

ADVOCACY

Priority #1. Restore BPEP in the Federal Budget and the President's Agenda.

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- **Priority #2. Develop Strategic Alliances.** Congress; Departments of: Education; Defense; Health and Human Services; Veterans Affairs; Small Business Administration; and others like ACHE, CHIME
- **Priority #3. Build Grass Roots Support** including State Programs.



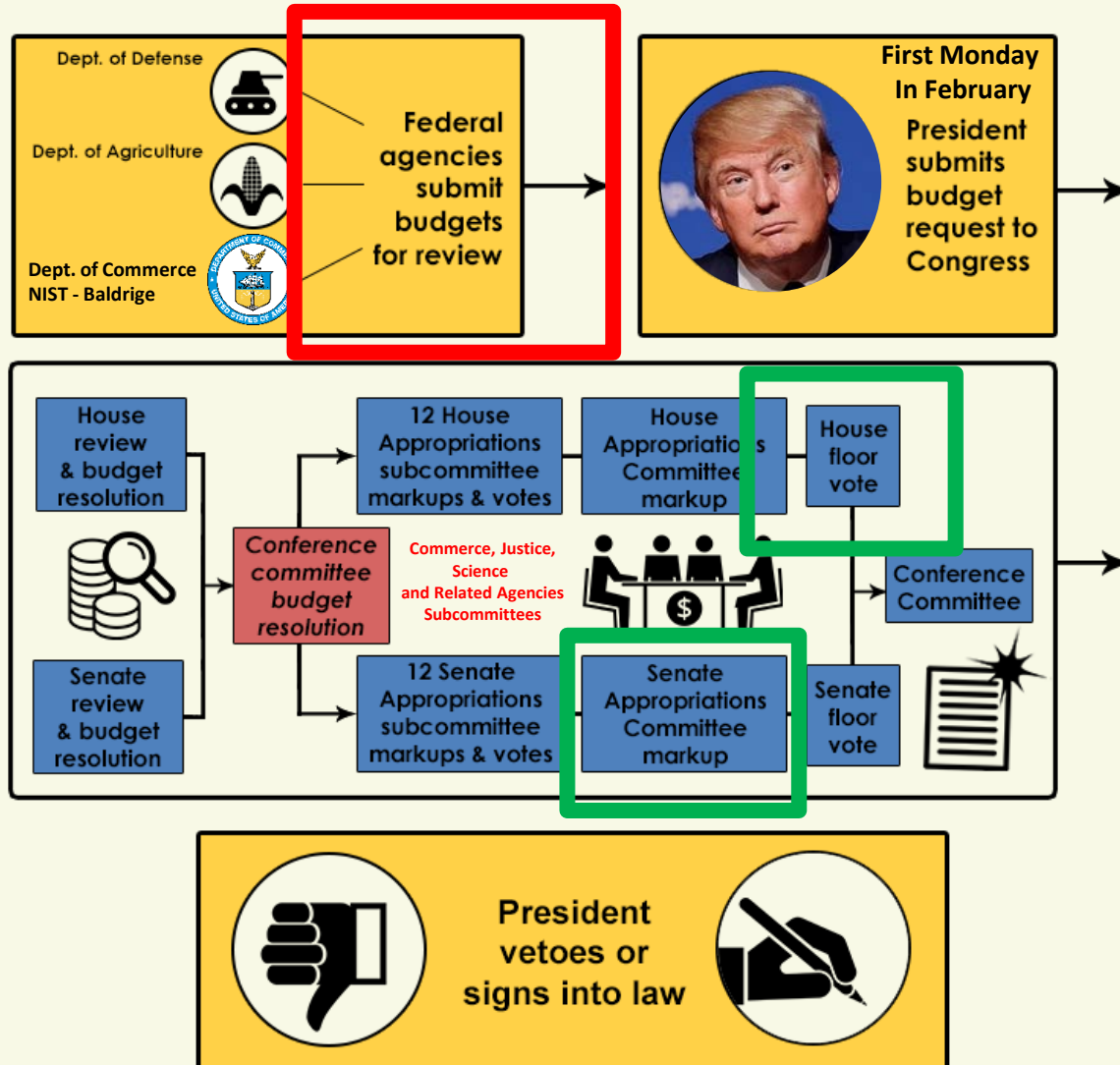
Suite of "Calls to Action." Use them. Watch your engagement numbers grow.

Our ad-led approach allows users of all interest levels and capabilities to sign up and quickly access 100+ calls to action.

Over 100+ engagement requests are available for your organization's engagement suite.

- Welcome sign-up
- Call to action sign-up
- Thank you sign-up
- Follow-up sign-up
- Sign up for a newsletter

The Annual Federal Budget Process



FY19

FY20

MARCH __, 2018

RULES COMMITTEE PRINT 115-66

TEXT OF THE HOUSE AMENDMENT TO THE

SENATE AMENDMENT TO H.R. 1625

[Showing the text of the Consolidated Appropriations Act, 2018.]

- In lieu of the matter proposed to be inserted by the Senate, insert the following:
- 1 **SECTION 1. SHORT TITLE.**
 - 2 This Act may be cited as the "Consolidated Appropriations Act, 2018".
 - 3
 - 4 **SEC. 2. TABLE OF CONTENTS.**

Sec. 1. Short title.
 Sec. 2. Table of contents.
 Sec. 3. References.
 Sec. 4. Explanatory statement.
 Sec. 5. Statement of appropriations.
 Sec. 6. Availability of funds.
 Sec. 7. Adjustments to compensation.

DIVISION A—AGRICULTURE, RURAL DEVELOPMENT, FOOD AND DRUG ADMINISTRATION, AND RELATED AGENCIES APPROPRIATIONS ACT, 2018

Title I—Agricultural Programs
 Title II—Farm Production and Conservation Programs
 Title III—Rural Development Programs
 Title IV—Domestic Food Programs
 Title V—Foreign Assistance and Related Programs
 Title VI—Related Agencies and Food and Drug Administration
 Title VII—General Provisions



DIVISION B—COMMERCE, JUSTICE, SCIENCE, AND RELATED AGENCIES APPROPRIATIONS ACT, 2018

Title I—Department of Commerce
 Title II—Department of Justice

March 21, 2018 (8:08 p.m.)

US SENATE COMMERCE, JUSTICE, SCIENCE SUBCOMMITTEE



 <p>CHAIRMAN Jerry Moran</p> <p>f t YouTube</p>	 <p>RANKING MEMBER Jeanne Shaheen</p> <p>f t YouTube Instagram</p>
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REPUBLICAN MEMBERS

 Lamar Alexander (Tennessee)	 Lisa Murkowski (Alaska)	 Susan Collins (Maine)	 Lindsey Graham (South Carolina)
 John Boozman (Arkansas)	 Shelley Moore Capito	 James Lankford (Oklahoma)	 John Kennedy (Louisiana)

DEMOCRATIC MEMBERS

 Patrick Leahy (Vermont)	 Dianne Feinstein (California)	 Jack Reed (Rhode Island)	 Christopher Coons (Delaware)
 Brian Schatz (Hawaii)	 Joe Manchin (West Virginia)	 Chris Van Hollen (Maryland)	

Senate CJS Professional Staff



Dayne Cutrell
Clerk



Kolo Rathburn
Chair Rep



Blaise Sheridan
Ranking Rep

US SENATE- COMMERCE, JUSTICE, SCIENCE SUBCOMMITTEE

By State Program

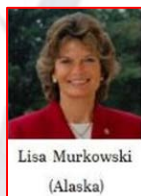


US SENATE- COMMERCE, JUSTICE, SCIENCE SUBCOMMITTEE (R)

By State Program



CHAIRMAN
Jerry Moran
Midwest Excellence Institute
Sherry Marshall
573-356-7127



Performance Excellence Northwest
Deborah Ameen
253-277-1142



South Carolina Quality Forum
Bridget Dewees, PhD, Asst Vice President,
Institutional Effectiveness, Claflin, University
803-535-5793



Oklahoma Quality
Cary Hill, Executive Director
918-607-5174



Louisiana Quality Forum
Gordon Payne
jgpayne@uno.edu



Arkansas Institute for Performance Excellence
Sue Weather, Executive Director
501-372-2222



Tennessee Center for Performance Excellence
Katie Rawls, President & CEO
800-453-6474



The Partnership for Excellence
Margot Hoffman, CEO
(614) 425-7157



Granite State Quality Council & Northern
New England Alliance for Excellence
Anne Warner, Executive Director
603-321-1046

US SENATE- COMMERCE, JUSTICE, SCIENCE SUBCOMMITTEE (D)

By State Program



Granite State Quality Council & Northern
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Anne Warner, Executive Director
603-321-1046



Patrick Leahy
(Vermont)

Granite State Quality Council & Northern
New England Alliance for Excellence
Anne Warner, Executive Director
603-321-1046



Christopher Coons
(Delaware)

Mid-Atlantic Alliance for Performance
Excellence
Robert Bitner, President & CEO
717-737-6470



Dianne Feinstein
(California)

California Council for Excellence
Megan O'Keefe, Director of Operations
858-486-0400



Chris Van Hollen
(Maryland)

Maryland Performance Excellence Award
Dr. LaWanda Green Burwell, President
410-294-2056



Jack Reed
(Rhode Island)

Partners in Performance Excellence
Bill Self, Executive Director
585-370-1038



Joe Manchin
(West Virginia)

The Partnership for Excellence
Margot Hoffman, CEO
(614) 425-7157



Brian Schatz
(Hawaii)

ASQ Hawaii
Glenn Hamamura
808-781-5875

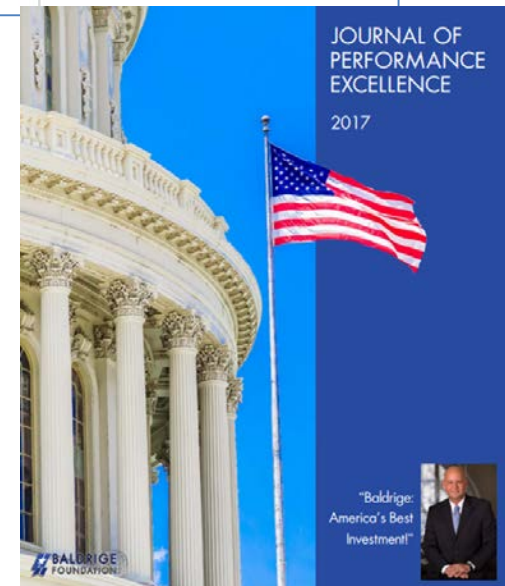
CONGRESSIONAL ENGAGEMENT/COMMUNICATION STRATEGY



The Partnership for Excellence
Margot Hoffman, CEO
(614) 425-7157



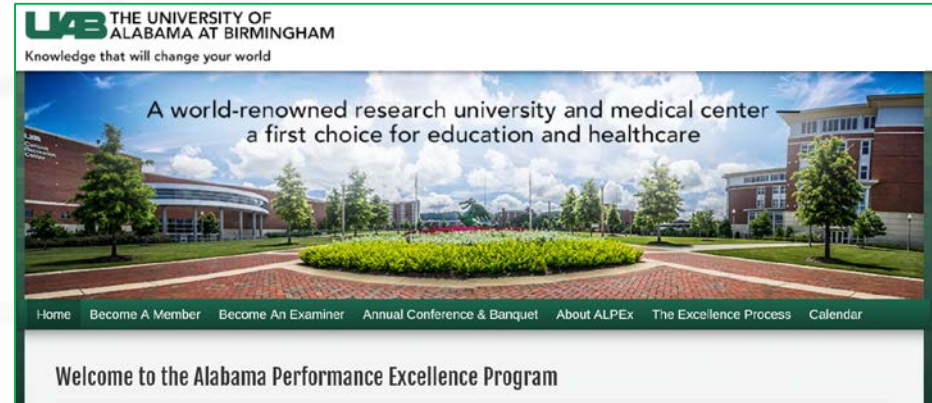
- Personal Meetings
- Work with State Employers/Organizations
- Updates on Award Recipients and Other Information
- Annual Journals of Performance Excellence
- Invitations to State Conferences and Quest
- Highlighting and Targeting Social Media
- NEW: Congressional Briefing and Reception on Capitol Hill



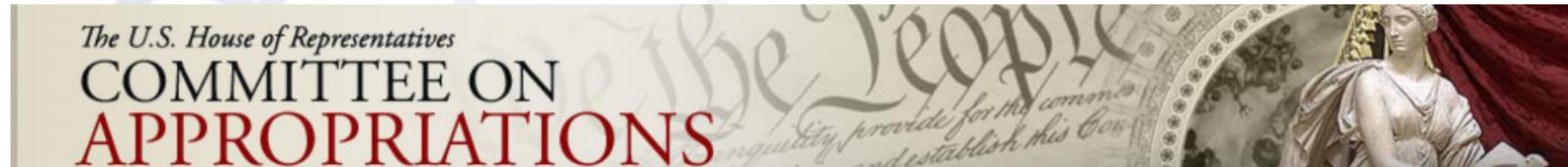
CONGRESSIONAL ENGAGEMENT/COMMUNICATION STRATEGY

Alabama Performance Excellence Program

- ❖ Worked with ED Linda Vincent
- ❖ UAB Staff, Dr. Mickey Trimm
- ❖ Helped with State Conference Speakers along with Paul Grizzell & Suki Wright
- ❖ Attended as Banquet Keynote and Presented Awards with Board Chair Charlie Blass



US HOUSE OF REPRESENTATIVES COMMERCE, JUSTICE, SCIENCE SUBCOMMITTEE



John Culberson, (R-TX), (Chair)

Hal Rogers, (R-KY)

Robert Aderholt, (R-AL)

John Carter, (R-TX)

Martha Roby, (R-AL)

Steven Palazzo, (R-MS)

Evan Jenkins, (R-WV)



Jose Serrano, D-NY (Ranking)

Derek Kilmer, D-WA

Matt Cartwright, D-PA

Grace Meng, D-NY

Advocacy



Congress of the United States
Washington, DC 20515

**TESTIMONY OF
CONGRESSMAN SAM GRAVES (MO-06)**

**ON
APPROPRIATIONS FISCAL YEAR 2017 BUDGET HEARING**

**BEFORE THE
HOUSE COMMERCE, JUSTICE, SCIENCE AND RELATED AGENCIES
SUBCOMMITTEE OF THE HOUSE COMMITTEE**

THURSDAY MARCH 31, 2016

Chairman Culberson and Ranking Member Honda: Thank you for the opportunity to provide testimony on an important issue not just for my district in Missouri, but nationwide. I am proud to testify on behalf of the Baldrige Performance Excellence Program, which is located within the Department of Commerce's National Institute of Standards and Technology (NIST). Since Fiscal Year 2012, the private Baldrige Foundation has paid salaries and expenses for employees and program operations at the Baldrige Program office in NIST from its own foundation assets. Mr. Chairman, I am not aware of any other private foundation that pays the salaries and operating expenses for federal employees. This is why I am requesting that \$7,500,000 be provided in the Fiscal Year 2017 Commerce, Justice and Science Appropriations bill for the Baldrige Performance Excellence Program and NIST's Baldrige Cybersecurity Excellence Program initiative. Since the private foundation has been paying these operating expenses for the last several years, foundation funds have begun to dry up, putting this extraordinary program in jeopardy. If we can restore the public funds for this program, the Baldrige Foundation will be able to continue contributing private funds to the program.

The existing NIST Baldrige Performance Excellence Program was authorized in 1987 by Public Law 100-107, with the purpose of strengthening U.S. competitiveness. It was established as a public-private partnership that has been evaluating organizational performance, identifying role model organizations, and sharing their best practices for over 28 years, resulting in dramatic improvements in organizational performance, outcomes, and sustainability as well as over \$24 billion in economic benefit to the nation.

The Baldrige Program is important to my district and state, as well as the nation, for a number of reasons. The Baldrige Performance Excellence Program develops and provides the world-renowned Baldrige Excellence Framework - a management best practices, standards, assessment, and leadership framework that is globally recognized and used by small businesses, industry, and governmental organizations across all business and organizational sectors including health care and education. It also serves as the foundation for more than 33 state-based Baldrige Programs covering all 50 states, as well as the new Community of Excellence 2026 initiative which uses

Re-engaging the President



"The award that bears his name reflects the virtues that he brought to public service and how he lived in his private life, a commitment to excellence, shrewd judgment and sound judgment, principled leadership, integrity, and a sense of responsibility."

George W. Bush
President of the United States
March 7, 2002



The Foundation for the Malcolm Baldrige
 National Quality Award

Baldrige Foundation
 1717 Pennsylvania Ave, NW
 Suite 1025
 Washington, DC 20006
www.baldrigefoundation.org

Foundation Officers

President and CEO: Al Faber
Baldrige Foundation

Chair: P. George Benson, Ph.D.
President, College of Charleston - retired

Vice Chair: Kathryn K. Eggleston, Ph.D.
President, Richland College

Secretary: W. Paul Worstell
President - retired
PRO-TEC Coating Company

Treasurer: Frank W. Fusco
Executive Director - retired
South Carolina State Government

Past Chair: Debbie J. Collard
Director, Program Management, Integration & Development - retired, Boeing

Foundation Directors

Diane Brockmeier RN, BSN, MHA
President and CEO
Mid-America Transplant

David R. Gifford, MD, MPH
Senior Vice President for Quality and Regulatory Affairs, AHCA/NCAL

Lowell C. Kruse
Chair, Communities of Excellence 2026

January 18, 2018

The President
 The White House
 1600 Pennsylvania Avenue NW
 Washington, DC 20500

Dear Mr. President,

On behalf of the Baldrige community nationwide, we respectfully request the honor of your presence to recognize 40 recipients of the Malcolm Baldrige National Quality Award at the 30th Quest for Excellence Conference on April 8-11, 2018, in Baltimore, MD, or at your convenience in the White House this spring.

Thirty-three of the CEO's from national role-model organizations received the nation's highest honor for performance excellence during the Obama administration. However, President Obama was the first, and only, U.S. President since Ronald Reagan to not personally recognize award recipients during his tenure. It would be a lasting tribute to these organizations who represent thousands of employees from every sector of the economy for you to acknowledge their stellar achievements. Secretary Ross delivered an outstanding address at last year's awards ceremony, noting the Baldrige program's one billion dollar contribution to America's economy each year and congratulated the four 2016 recipients.

Established by Congress in 1987, the award is the highest honor bestowed by the President to U.S. organizations for performance excellence. The Baldrige program continues this legacy today and is making a true difference throughout the nation with an 820:1 return on investment as the National Institute for Standards and Technology (NIST).

This opportunity would provide inspiration to the thousands of organizations in health care, education, and government who are using the Baldrige Framework to improve their performance, strengthen the economy, increase the quality and access to health care, and advance higher education.

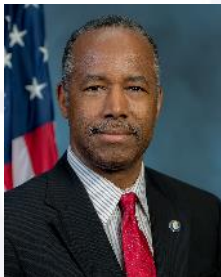
The National Quality Award is "your" award for winning and making America's highest honor for achievement by US organizations and the only Presidential seal. These award recipients are role-model organizations deserving respect and admiration of us all.

Malcolm Baldrige National Quality Award recipients from the previous ten years' recipients, will continue to inspire organizations across the nation to strive for a culture of excellence and selfless-service to our country.

Respectfully,

Al Faber
 President and CEO

Advocacy



President Trump's Cabinet:

Administrator of the Environmental Protection Agency Scott Pruitt

Administrator of the Small Business Administration Linda E. McMahon

Attorney General Jeff Sessions

Director of National Intelligence Daniel Coats

Director of the Central Intelligence Agency Gina Haspel

Director of the Office of Management and Budget Mick Mulvaney

Representative of the United States to the United Nations Nikki R. Haley

Secretary of Agriculture Sonny Perdue

Secretary of Commerce Wilbur L. Ross, Jr.

Secretary of Defense James Mattis

Secretary of Education Elisabeth Prince DeVos

Secretary of Energy James Richard Perry

Acting Secretary of Health and Human Services Alex Azar

Secretary of Homeland Security Kirstjen Nielsen

Secretary of Housing and Urban Development Benjamin S. Carson, Sr.

Secretary of the Interior Ryan Zinke

Secretary of Labor Alexander Acosta

Secretary of State Mike Pompeo

Secretary of Transportation Elaine L. Chao

Secretary of the Treasury Steven T. Mnuchin

Secretary of Veterans Affairs Robert Wilkie

U.S. Trade Representative Robert Lighthizer

Vice President Michael R. Pence

White House Chief of Staff John F. Kelly



First Five Communities Recognized for Their Commitment to Community Excellence During the Baldrige Fall Conference in October 2017



Lowell Kruse
Board Chair
Communities of Excellence 2026



Regional Vitality Pilot / Communities of Excellence 2026

transformation of social and communication are struggling with balancing social and technological change. The 20th century approaches to 21st century are like an empty camp. Local regional and national leadership has been handed over by the lack of an agreed vision for the future. The lack of a shared regional focus is making progress difficult. The uniform data approach now has been for many commands to under perform operationally, not being able to take and address the best of the region to work on and to perform operationally. It is being used to address the issue, which is the state of the competitive advantage of the best major camp (company) or a settlement. Most country still is adopting the same power structure. The goal is to use the power structure to develop a model for managing communities in the same scenario as they are currently achieved by businesses.

Our three-year pilot is expected to become a national model. Once proven, there are communities all USA with a similar development problem. The estimated cost is \$2.5 million over three years. About \$1.5 is raised in cash and in-kind from local sources and \$1.5 million from federal sources (details are in the budget report). Our return on investment is the development of a proven model to create workable integrated community regions on behalf of all in their respective communities. The model, properly used, will increase economic health of cities, wealth of our country, and lay a base to enable robust community development.



1. **USAID funded:**
 - Will visit states to transfer of Health Study and community
 - Set up regional training sessions
 - The goal is to discover what economic and community leaders identified as most important
2. **CDIA funded:**
 - Study for an Entrepreneurship assessment for NUBAC
3. **Local sources funded:**
 - Development, video production, and various other in-house with USAID



Meeting with Heidi Green
Chief of Staff
Secretary Sonny Perdue



Meetings with:

COMMUNITY FOUNDATION
OF
NORTHWEST MISSOURI

Ann Hazlet
Assistant to the Secretary for
Rural Development

Claudette Fernandez
Director, USDA Innovation Center

Grass Roots Support

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[Who We Are](#) [What We Do](#) [Contribute](#) [Get Involved](#) [Resources](#) [SEARCH](#)

[Advocacy Update](#)
[Contact Congress](#)
[Baldrige Impact By State](#)
[Find Performance Excellence Near You](#)
[Corporate Partners](#)

MISSION

The mission of the Baldrige Foundation is to ensure the long-term financial growth Excellence Program, and to support organizational performance excellence in the

"America's economic strength depends on industry's ability to

About the Baldrige Performance Excellence Program
 Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the competitive global marketplace. In collaboration with the greater Baldrige community, the Baldrige program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

Baldrige in Texas

- 80 Texas applicants for the Baldrige Award (2005–2016)
- 6 Texas award applicants in 2016 represent 11,926 jobs, 15 work locations, over \$7.9 billion in revenues/budgets, and an estimated 624,000 customers served.
- 30 Baldrige examiners from Texas volunteered about \$456,000 in services in 2016.

Texas National Role Models

Memorial Hermann Sugar Land Hospital, health care (2016)
 Hill Country Memorial, health care (2014)
 St. David's HealthCare, health care (2014)
 Lockheed Martin Missiles and Fire Control, manufacturing, 2012 (Grand Prairie)
 City of Irving, nonprofit, 2012 (Irving)
 Freese and Nichols, Inc., small business, 2010 (Fort Worth)
 K&N Management, small business, 2010 (Austin)
 Park Place Lexus, small business, 2005 (Dallas)
 Richland College, education, 2005 (Dallas)
 Texas Nameplate Co., small business, 2004 and 1998 (Dallas)

Branch-Smith Printing, small business, 2002 (Fort Worth)
 Clarke America Checks, Inc., manufacturing, 2001 (San Antonio)
 KARLEE Company, Inc., manufacturing, 2000 (Garland)
 STMicroelectronics, Inc. Region Americas, manufacturing, 1999 (Carrollton)
 GTE Directories Corp. (d/b/a Verizon Information Services), service, 1994 (Dallas/Fort Worth)
 Texas Instruments Inc. Defense Systems and Electronics Group, (now part of Raytheon Systems Co.), manufacturing, 1992 (Dallas)
 Marlow Industries, Inc., small business, 1991 (Dallas)
 Wallace Company, Inc., small business, 1990 (Houston)

Success Story

MEMORIAL HERMANN
 Memorial Hermann Sugar Land Hospital is a 149-bed, full-service acute care community hospital located in Sugar Land, Texas, southwest of Houston. The organization excels by "bringing together quality, safety, and a family-caring-for-family approach" that "sets the pace for the hospital of tomorrow." It is also the anchor for more than 20 associated care centers in the area that provide primary and specialty care services. Staffed by 641 employees, Memorial Hermann Sugar Land operates with a revenue of \$135 million.

Selected Results

- Top 10% nationally for emergency center arrival-to-discharge time, compliance with regulations to reduce medication errors, bed turnaround times, radiology and laboratory result turnaround times, and the use of computerized physician order entry
- 90% retention for employee partners, 100% for physician partners, and 90% for volunteer partners, all comparable to or exceeding national benchmarks
- 90th percentile for patients saying they were "likely to recommend" day surgery, emergency care, gynecology, orthopedics, and women's health

Baldrige Performance Excellence Program
 National Institute of Standards and Technology • Innovation and Industry Services
www.nist.gov/baldrige • 301-975-2036 • baldrige@nist.gov

The Journey to Performance Excellence Start Here

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Find Performance IMPROVEMENT HELP NEAR YOU

The Foundation for the Malcolm Baldrige National Quality Award

1717 Pennsylvania Ave, NW
 Suite 1025
 Washington, DC 20006
 (202) 559-9195
www.baldrigefoundation.org

Foundation Officers

President and CEO: Al Faber
 Baldrige Foundation
 Chair: P. George Benson, Ph.D.
 President, College of Charleston - retired
 Vice Chair: Kathryn K. Eggleston, Ph.D.
 President, Richard College
 Secretary: W. Paul Warrick
 President - retired
 PICO-TEC Consulting Company
 Treasurer: Frank W. Fazio
 Executive Director - retired
 South Carolina State Government
 Vice Chair: Debbie J. Colford
 Director, Program Management, Integration & Development - retired, Boeing
 Foundation Directors
 Diane Brockmeier RN, BSN, MBA
 President and CEO
 Mid-America Transplant
 David B. Gifford, MD, MPH
 Senior Vice President for Quality and Regulatory Affairs, ANCHORQOL

March 26, 2018

The Honorable Senator Brian Schatz
 U.S. Senate
 722 Hart Senate Office Building
 Washington, DC 20510

Dear Senator Schatz:

On behalf of the Baldrige community nationwide, I would like to invite you to join us of the 30th annual President's National Quality Award - Quest for Excellence conference beginning with the presentation ceremony for the 2017 National Quality Award Recipients at 6:00 p.m. on Sunday, April 8, running through April 11, 2018, at the Marriott Baltimore Waterfront hotel.

The Department of Commerce, Baldrige Performance Excellence Program and its private sector partner, the Baldrige Foundation, were established by Congress in 1987 as a direct response to the quality crisis facing American industry. For more than 30 years, the Baldrige framework for organizational excellence has proven to be transformational, through participation in the process, organizations achieve great improvements in quality and performance. They are more competitive in the global economy, creating manufacturing jobs here at home, driving cost efficiency in health care, and increasing the quality of K-12 and higher education.

But Congress also wanted to recognize the best of the best, hoping to encourage other organizations to begin their own journey to excellence. Therefore, Congress authorized the Malcolm Baldrige National Quality Award, a presidential award presented annually to those organizations that complete a rigorous self-assessment and an extensive external review. Organizations that are selected for the Award are exemplars of performance excellence.

The Malcolm Baldrige National Quality Award has inspired thousands of healthcare, education and business leaders across America to pursue the nation's highest honor and achievement for performance excellence. We have a great deal of data that proves the significant strides made by organizations through their Baldrige journeys and I would be happy to share that data with you.

The President's National Quality Award - Quest for Excellence Conference brings together senior leaders from all sectors of the economy to celebrate organizational achievements and strengthen America and our competitiveness in the global economy.

Your presence at the event would demonstrate to the entire Baldrige community your commitment to American greatness and the drive to be the best that we can be. I hope that you will be able to join us for at least part of the conference as a Foundation VIP Guest.

If you have any questions about the Baldrige enterprise in general or this event in particular, please do not hesitate to contact Mark Woychik, our Vice President of Marketing, at 614-600-0432 or at mwoy@baldrigefoundation.org.

Respectfully,

Al Faber
 President and CEO

Honorary Board Member
 Malcolm Hollander
 Vice Atlantic Director of Mortgage
 United Bank of Connecticut
 Malcom Baldrige Family

FULL APPLICATION EVALUATION CYCLES																						
(typically the 50-page application report addressing the entire criteria)																						
(from submission of Application Report to receipt of Feedback Report)																						
(dates subject to change, check with individual program website calendar or application materials)																						
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	# Sent			
WISCONSIN [WCfPE] (cycle 1)					Notification	Foundation													0			
	NORTH CAROLINA [NCAFE]				Notification	Foundation													0			
	MARYLAND						Notification	Foundation											0			
	ARKANSAS [AIFE] - AR, MS								Notification	Foundation									0			
	RMPEX - CO, MT, NE, WY								Notification	Foundation									0			
US COAST GUARD										Notification	Foundation								0			
	AHCA/NCAL									Notification	Foundation								0			
	SOUTH CAROLINA [SCQF]									Notification	Foundation								0			
	BALDRIGE PERFORMANCE EXCELLENCE PROGRAM									Notification	Foundation								0			
	ALABAMA [ALPEX/UAB]										Notification	Foundation								0		
	PIPEX - MA, CT, NY, RI										Notification	Foundation								0		
	OKLAHOMA										Notification	Foundation								0		
	EIMF/VoPE - MO, , KS, RI										Notification	Foundation								0		
MICHIGAN [MIPEX] (rolling application & evaluation cycle)												Notification	Foundation							0		
PEN - MN, ND, SD (rolling application & evaluation cycle)												Notification	Foundation							0		
	ILLINOIS										Notification	Foundation								0		
		ARIZONA [SWAE] - AZ, NV, UT										Notification	Foundation							0		
		CALIFORNIA (CAPE)										Notification	Foundation							0		
		NEW MEXICO [NMPEA]										Notification	Foundation							0		
		TENNESSEE [TNCPE] - TN, MS										Notification	Foundation							0		
		WISCONSIN [WCfPE] (cycle 2)										Notification	Foundation							0		
		IOWA [IQC]										Notification	Foundation							0		
		PENNSYLVANIA [MAAPE] - PA, DE, NJ										Notification	Foundation							0		
		LOUISIANA [LQF]												Notification	Foundation						0	
		HAWAII [ASQ] - HI, AS, GU, MP												Notification	Foundation						0	
		ARMY NATIONAL GUARD (ACOE)												Notification	Foundation						0	
		TEXAS [QTF] - TX, PR												Notification	Foundation						0	
		MEMPHIS												Notification	Foundation						0	
		FLORIDA [FSC] - FL, GA												Notification	Foundation						0	
		WASHINGTON [PENW] - WA, OR, AK, ID												Notification	Foundation						0	
		GSQC/NNEAE (ME, NH, VT)												Notification	Foundation						0	
		KENTUCKY [KycPE]												Notification	Foundation						0	
US VETERANS AFFAIRS (Nov to Nov)										US VETERANS AFFAIRS (Nov to Nov)										Notification	Foundation	0
										TPE - OH, IN, WV										Notification	Foundation	0
										VIRGINIA [SPQA] - VA, DC										Notification	Foundation	0
																				0		

Communities as 7th Sector Congressional Oversight:



House Space, Science, and Technology is the Committee of jurisdiction.

Chair: Lamar Smith (TX)

Ranking: Eddie Bernice Johnson (TX)

The Subcommittee of jurisdiction is Research and Technology.

Chair: Barbara Comstock (VA)

Ranking: Dan Lipinski (IL)



Senate Commerce, Science, and Transportation is the Committee of jurisdiction.

Chair: John Thune (SD)

Ranking: Bill Nelson (FL)

The Subcommittee of jurisdiction is Space, Science and Competitiveness.

Chair: Ted Cruz (TX)

Ranking: Ed Markey (MA)

Capito, Moran, and Schatz are on the Subcommittee as well

FUNDRAISING

Message

Bold, Dynamic,
Inspirational Message
(Agile/Flexible - Results
Focused)
Strategic
Communications
(Internal/External)
Media Relations- Public
Service Announcements
Online & Print Advertising
Leverage Social Media
Direct Mail

Fundraising Campaign

Major Gifts, Small Gifts,
Planned Giving
Combined Federal
Campaign + State
Programs

*Well Coordinated -
Process Driven*



FUNDRAISING

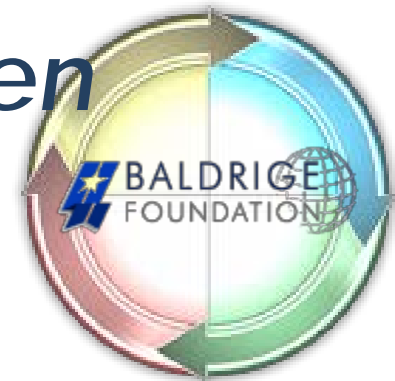
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Major Gifts, Small Gifts,
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Combined Federal
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Programs

*Well Coordinated -
Process Driven*



SAVE
THE
DATE

WSJ.
CUSTOM
STUDIOS



You are invited to participate in the

HEALTHCARE CEO INNOVATION COUNCIL

offered in collaboration with the Baldrige Foundation and the Wall Street Journal via the Tech-Mahindra *In the Future* symposiums.

T H E M E

PERFORMANCE EXCELLENCE IN THE AGE OF CONSUMERISM

YOU ARE INVITED TO BE A CHARTER
PARTICIPANT OF THE HEALTHCARE CEO
INNOVATION COUNCIL

- Charter Event, Kimpton Gray Hotel
- Thursday & Friday, June 28-29, Chicago, IL.

CO-FACILITATORS:

Roger W. Spoelman, DBA, MBA CEO, Loyola University Medical Center and SVP, Strategic and Operational Integration Trinity Health
Ben Sawyer, CEO, SOAR Vision Group.

THEME: PERFORMANCE EXCELLENCE IN
THE AGE OF CONSUMERISM

RSVP: www.leaderdialogue.com/ceoroundtable



PARTNER

baldrigefoundation.org

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www.leaderdialogue.com



VISION GROUP

www.soarvisiongroup.com

DAY ONE (8:00 AM to 4:00 PM)

- Keynote (pending inquiry): **Morten Hansen, PhD** – Author of the new book, *Great at Work*, and co-author with Jim Collins of *Great by Choice*.
- Strategy Execution in the Age of Consumerism
- Leveraging IT Innovation to Maximize Performance and Decrease Operating Expenses
- Healthcare CEO Innovation Council Dinner: Leader Dialogue

RECOGNITION DINNER: (6:00 PM to 8:30 PM)

- Includes acknowledgement of an outstanding Health System Strategy Execution Leader by the Baldrige Foundation and SOAR Vision Group

DAY TWO (8:00 AM to 11:00 AM)

- Cascading Strategy Example: Patient Safety Organization approach, demonstrating High Reliability Performance

RadioX Weekly Podcast/Show with SOAR Vision Group – Leader Dialogue

Leader Dialogue

Every leader has a strategy. Executing on that strategy is the challenge! If you want to learn how to effectively achieve what you've set out to accomplish, then this show is for you! Gain keen insights and listen in as leaders share their stories and challenges.

SOAR Vision Group and the Baldridge Foundation welcome YOU to Leader Dialogue radio!

The show airs live every Friday at 1:00 pm EST.

Listen Live

▶ 0:00

iTunes

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<http://businessradiox.com/our-studios/gwinnett-2/leader-dialogue/>

Leader Dialogue Website with SOAR Vision Group

Successful Strategy Execution

**Everybody has a playbook.
Execution is the challenge.**

That's why 7 of 8 companies failed to achieve profitable growth. Any slips or missteps can be disastrous.

LET'S TALK



Baldrige & SOAR

"Manage all the components of your organization as a unified whole to achieve ongoing success."



Baldrige Foundation

The Malcolm Baldrige National Quality Award is presented annually by the United States President to organizations that demonstrate quality and performance excellence.

The mission of the Baldrige Foundation is to ensure the long-term financial growth and viability of the Baldrige Performance Excellence Program, and to support organizational performance excellence in the United States and throughout the world.

[READ PRESS RELEASE](#)

Baldrige SOAR Partnership

Al Faber, President/CEO Baldrige Foundation: "This important partnership with SOAR expands access to Baldrige by providing organizations across all sectors of the economy access to SOAR's Strategy Execution System tools including:

1. Strategy deployment e-learning courses
2. Playbook coaching templates
3. Scorecard tracking software

All of the above are cross-mapped in a structured, organizational development approach to enable organizations to implement the Baldrige Performance Excellence Framework.



"I see the Baldrige process as a powerful set of mechanisms for disciplined people engaged in disciplined thought and taking disciplined action to create great organizations that produce exceptional results."

Jim Collins, Good to Great

<https://leaderdialogue.com/why-baldrige/>

Baldrige Foundation Journal of Performance Excellence



Download a free electronic version at:
<http://baldrigefoundation.org/purchase-the-journal/purchase-copies-of-the-journal.html>

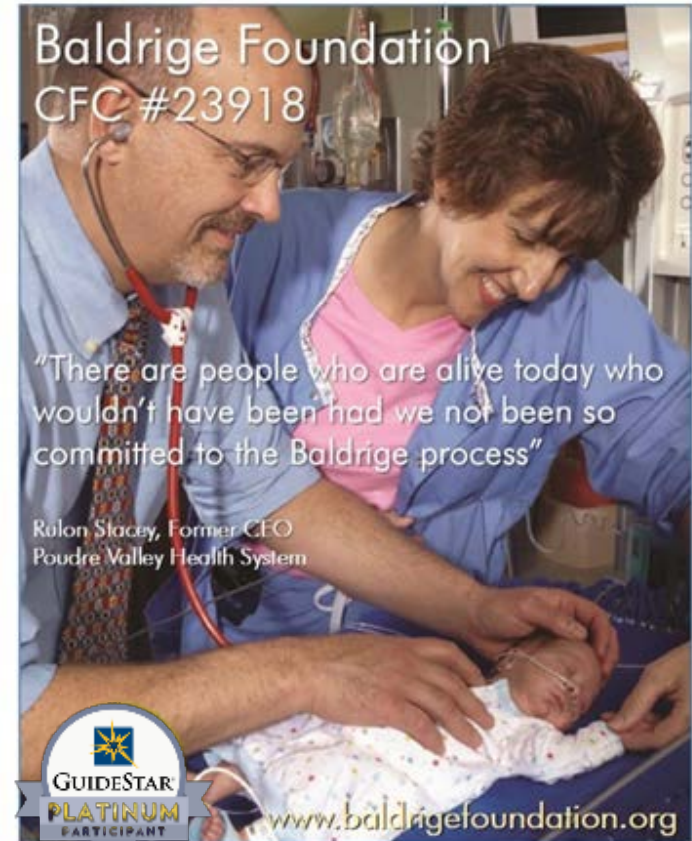
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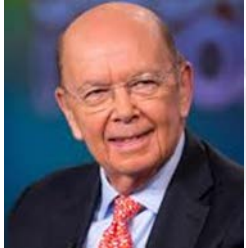
Fundraising

Combined Federal Campaign

2018



Fundraising



Secretary Ross



February 28, 2017

The Honorable Wilbur Ross
Secretary of Commerce
1401 Constitution Ave., NW
Washington, D.C. 20230

Dear Secretary Ross:

Allow me to offer my sincerest congratulations on your appointment and confirmation as the 39th Secretary of Commerce. With so vast and varied a portfolio addressing America's competitiveness and technological advancement, your leadership will be critical to expanding U.S. economic growth.

I want to introduce you, if you had not already been aware, to a small but powerful engine of competitiveness and growth within the Department, the Baldrige Performance Excellence Program (BPEP) and my organization, BPEP's private partner, the Baldrige Foundation.

BPEP and the Foundation were established by Congress to honor Mac Baldrige, who suffered an accident and died while Secretary of Commerce for President Ronald Reagan. BPEP was organized within what is now the National Institute of Standards and Technology, and has been a primary driver of continuing quality improvement and excellence across all sectors of the American economy. Baldrige has helped to improve small and large business, health care, education, and government agencies.

After playing an instrumental role in turning around the American auto industry in the face of the Japanese quality challenge, Baldrige has established a brilliant, empirically-supported record of performance excellence across the American economy. I would be pleased to provide you NIST studies that document an 820-1 return on investment in Baldrige for the American people.

BPEP is a federal program in your department, but since 2012, as a result of what we consider to be the Obama Administration's short sightedness, the Foundation has been the sole source of funding, using private dollars, to fund the employees at BPEP. Our endowment is at the end, and without a reinstatement of appropriated funds, our capacity to support BPEP will expire this year.

I would very much enjoy the opportunity to meet you, and I can be available at your convenience to present the case for federal funding of BPEP.

Once again, congratulations. I look forward to meeting you soon.

Respectfully,

Al Faber
President and CEO

Fundraising



Larry Potterfield, CEO of MidwayUSA
speaking at the Baldrige Quest Conference April, 2016.

"I used to hate ESAT surveys. They weren't actionable and weren't helping us define opportunities for improvement. Then, we discovered Beyond Feedback. They partnered with us to create an Employee Satisfaction and Engagement survey that is aligned to the Baldrige criteria. We now love our ESAT survey process and we get valuable insight. It's a simple process that generates high employee participation rates, high engagement in the survey process, and actionable insights targeted at specific workforce population segments. If you aren't working with Beyond Feedback, you should be."

- Larry Potterfield, Chief Executive Officer of MidwayUSA
Two-time Malcolm Baldrige National Quality Award winner
at the Baldrige Quest National Conference (April, 2016)

Planned Giving Program

Your Legacy...America's Best Investment

Planned Giving to the Baldrige Foundation



Charitable Giving through Bequests, Annuities & Trusts

Planned Giving Gift Comparison				
	Bequest	IRA/Retirement	Charitable Trust	Annuity
Revocable	Yes	No	No	No
Minimum Gift Amount	None	None	\$100,000-\$1,000,000	\$10,000
Assets that can be used	Any	Monies within IRA or retirement savings account	Any	Any
Tax Benefits	Estate	Income and Estate	Dependent upon trust	Income and Estate
Will this gift create an income stream?	No	No	Yes	Yes
Can additional gifts be made?	Yes	No	Yes	No
Age limit to making the gift?	None	None	Dependent upon trust	Payment beneficiaries must be at least 60 years of age
Fees or costs to make the gift other than personal legal fees?	None	None	Administrative Fees	None

Fundraising

<https://smile.amazon.com/>

Welcome to
amazon smile

You shop. **Amazon gives.**

- Amazon donates 0.5% of the price of your eligible AmazonSmile purchases to the charitable organization of your choice.
- AmazonSmile is the same Amazon you know. Same products, same prices, same service.
- Support your charitable organization by starting your shopping at **smile.amazon.com**

Questions? [Learn more about AmazonSmile](#)

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Represent a charitable organization? [Visit org.amazon.com](#)

Support the Foundation just by shopping at Amazon. Choose Baldrige Foundation as your charity and shop as usual. <http://ow.ly/Y1L1304sTHx>



#SupportBaldrige

Do you shop on Amazon.com? Do you want to help **#SupportBaldrige**? Now you can do both. AmazonSmile is a program in which Amazon pays a percentage of each qualifying sale to a charity of your choice, including the Baldrige Foundation.

Check it out at **smile.amazon.com**. Log in with your regular Amazon userid and password, then select the Baldrige Foundation as your charity of choice. That's it. Bookmark the AmazonSmile login for your future logins, and you can help generate funds for the Baldrige Foundation every time you shop.

Foundation Awards

**E. David Spong
Lifetime Achievement Award**

**Harry S. Hertz
Leadership Award**

**Baldrige Foundation
Awards for Leadership Excellence**

**Dr. Curt Reimann
Baldrige Scholarship**



Lapel Pin



Back

Medal with Sash



Dr. Curt Reimann

The Baldrige Foundation Board of Directors authorized the Curt Reimann Scholarship in 2017. Recipients must have made sustained contribution of leadership excellence with exceptional and far-reaching impact on the Baldrige Enterprise in a manner worthy of recognition at the national level.

The committee selects recipients for the Lifetime Achievement Award in recognition of an individual who, like the award's namesake, has performed truly extraordinary service and created a positive and lasting legacy within the quality movement and the Baldrige community. The award recognizes the entirety of the recipients career, rather than, or in addition to, a single contribution.

Lifetime Achievement Award recipients are credited with changing their world and inspiring others to do the same.

The scholarship is awarded each year at the Baldrige Quest for Excellence conference.

OPERATIONS

*Well Coordinated -
Process Driven*



Enterprise Focused



*Baldrige-Based, Leads by
Example: "Confident,
Deliberate, Process
Driven, Accountable"*

Quest Sponsorships



*2017 Baldrige Award Ceremony and Celebratory Dinner
Sponsored by Mid-America Transplant*



Mid-America
TRANSPLANT
inspired by life

2018

BALDRIGE Sponsorship Opportunities

**The 30th Annual
Quest for Excellence®
Conference**

April 8–11, 2018
Baltimore Marriott Waterfront Hotel
www.nist.gov/baldrige/qe

 BALDRIGE
Performance Excellence Program

 BALDRIGE
FOUNDATION



GET READY TO SEE THE WORLD DIFFERENTLY WITH A WALDEN EDUCATION

Receive up to \$3000 in tuition grants

Are you an employee of a Baldrige national or Alliance award-winning organization? You may be eligible for reduced tuition to help you ignite your passion and achieve your career goals. Enroll at Walden University, and you could receive a limited-time \$3,000 tuition grant.*

Whether you're beginning a new chapter of your career or simply want to expand your knowledge, Walden can help make your education more accessible.

Choose from over 85 degree programs with more than 435 specializations and concentrations to meet and exceed your career goals, including:

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- Doctor of Education
- Doctor of Information Technology
- PhD in Nursing
- Doctor of Healthcare Administration

Marketing

Dr. Mark Wayda, VP Marketing

Newsroom

JANUARY 18, 2018

Baldrige Foundation Announces 2018 Recipient of E. David Spong Lifetime Achievement Award

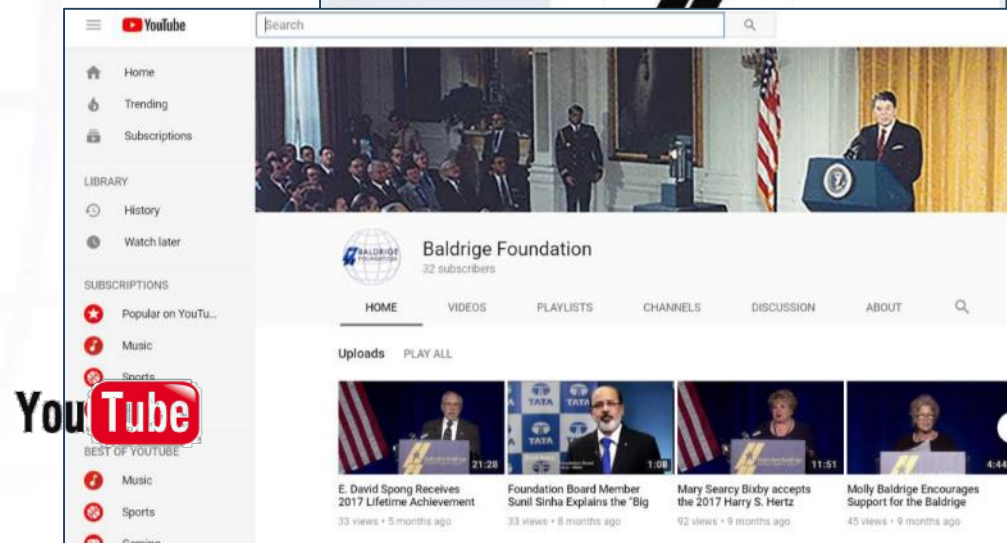


Larry Potterfield, Founder and CEO of two-time Baldrige National Quality Award recipient MidwayUSA and winner of the 2018 E. David Spong Lifetime Achievement Award.

Washington -- The Baldrige Foundation announced today that Larry Potterfield, Founder and CEO of MidwayUSA, is the recipient of the 2018 E. David Spong Lifetime Achievement Award. The award will be presented April 10, 2018, at the 30th Quest for Excellence® conference in Baltimore, Maryland.

"This award recognizes an individual who has performed truly extraordinary service and made a sustained impact which will inspire future generations of leaders in the pursuit of Baldrige," said Foundation President and CEO Al Faber. "Larry Potterfield is the embodiment of those values, and we are honored to present him with this award."

"Baldrige is simply applying the Leadership and Management principles we learned in business school," said Potterfield. "It requires actual 'execution' of our strategic plan, deploying our Mission, Vision, Purpose, and Values and demonstrating an utmost focus on Customer Satisfaction. We have received two Baldrige Awards (2009 and 2015) and our Customers and other Key



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The Nonprofit's Guide to Google Ad Grants



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The Baldrige Foundation | Excellence In US Organizations

www.baldrigefoundation.org/

Applying the **Baldrige** Criteria changes & saves lives throughout the world.

Business Focused · Economy Driving · Baldrige Awards · Results Orientated

Who We Are

Baldrige's history and commitment to quality in U.S. businesses.

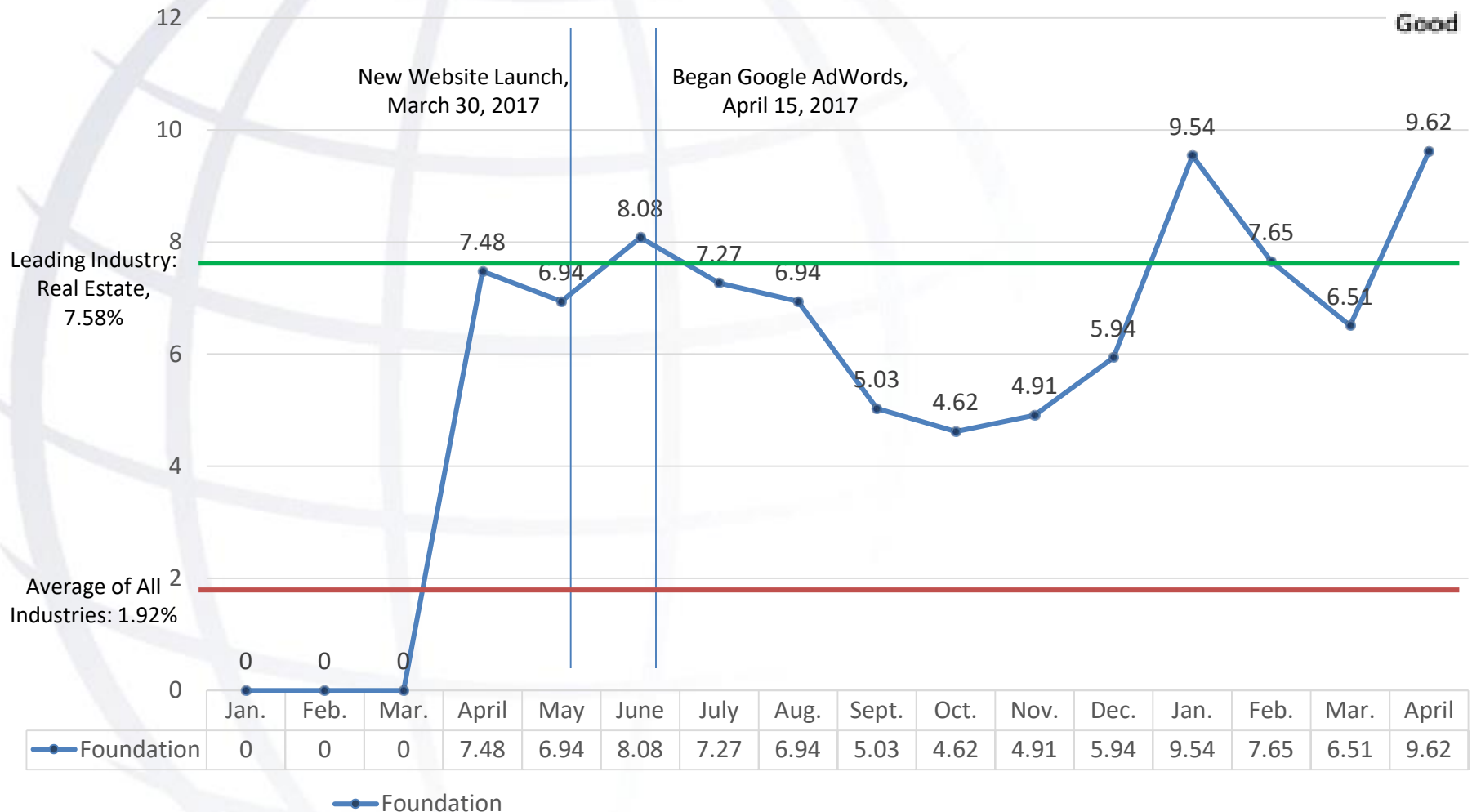
2018 Baldrige Conference

Find out details about the upcoming Quest For Excellence Conference.

Google AdWords Click-Thru Rate, in percent



Good



The Click-Thru Rate is a measure of how well our ads perform. It is the percentage of all ads that are clicked.





Baldrige Performance Excellence Program

Bob Fangmeyer, Director

Program Update | June 5, 2018



2018 Baldrige Award Process

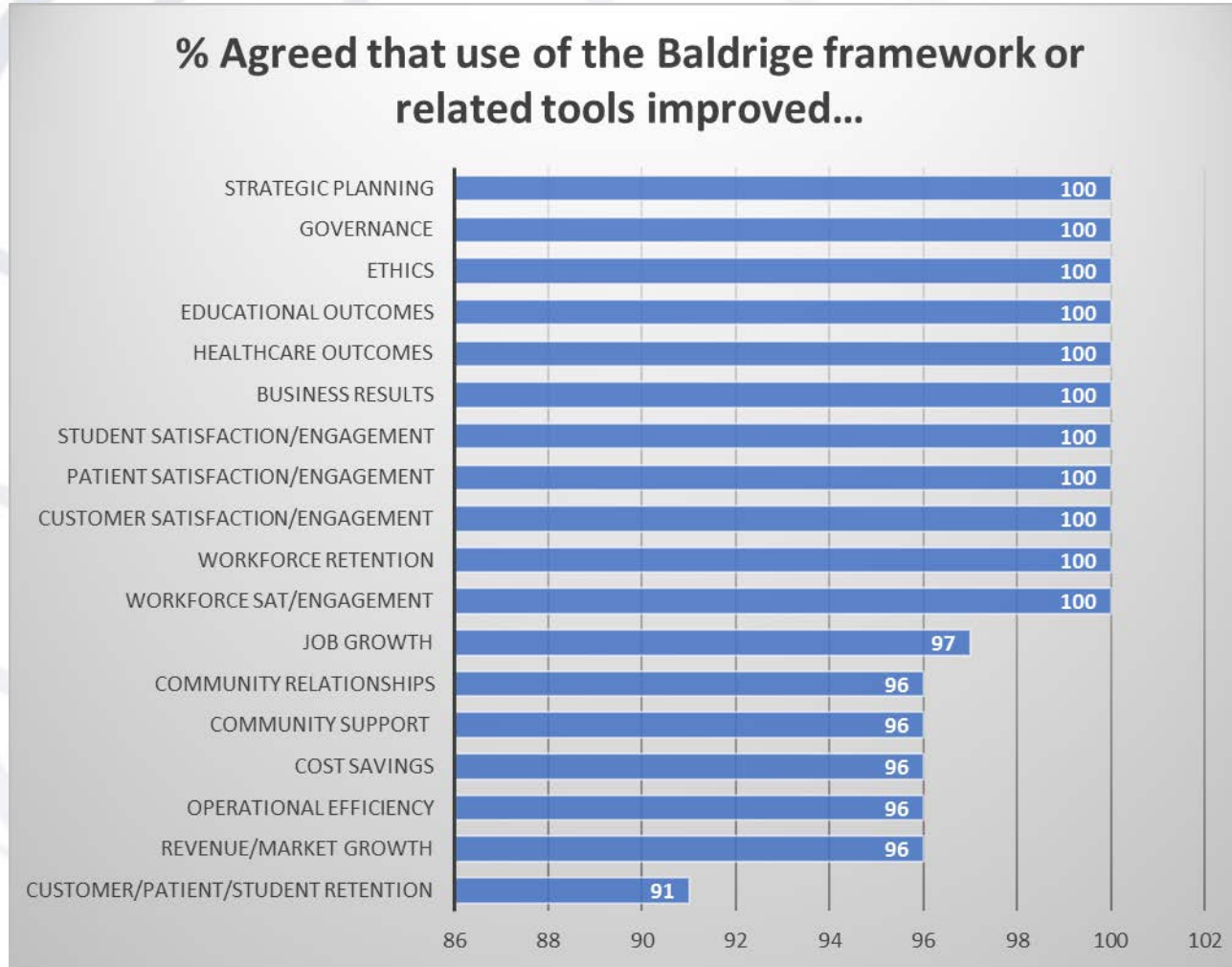
- 27 Award Applicants
 - 14 Healthcare; 6 Nonprofit; 5 Education; 2 Small business
- 443 Volunteer Examiners selected
- 352 Examiners Trained
- Piloting substantive changes to the award process
 - Retain rigor and integrity
 - Simplify and streamline, reduce cycle time
 - Enhance value add for all

Baldrige Excellence Framework Revision

- Publication December 2018/January 2019
- Input from the literature, high-performing organizations, the Baldrige community, and the public
- Webinar series for discussion of key topics
- Consideration of change in the life cycle (3 years or open ended)



Recent Survey of All Baldrige Award Recipients



Baldrige Foundation Quarterly Webinar Update



Reminder: The Alliance is Where Often Excellence Starts

Mission: “Enhancing Our Members’ Ability to Grow Baldrige-based Performance Excellence”

Vision: To be the premier resource for a thriving Baldrige community



Reminder: Alliance's Scale

- 29 programs serving 50 states and US Territories
- 1447 applications received (160 full)
- 1719 examiners, 41 paid staff, 502 other volunteers
- 20 conferences hosted with 4057 attendees
- 17,968 members
- ~\$9M combined budget



Key Actions this Quarter

- Expanding new website (baldrigealliance.org)
- Planning Baldrige Fall Conference: October 23-24, Denver
- Expanding sales of *Baldrige Express* survey tool
- Expanded access to membership with *Supporting Member*
- Working on several partnerships to expand use of Baldrige
- Continuing collaboration with other partners (Foundation, BPEP, ASQ) to create strategies to grow and sustain the Baldrige Enterprise
- Continuing exploring new business models within the Alliance to improve consistency, efficiency, and impact



Learn. Share. Connect.

Questions?

Foundation Quarterly Webinar



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The Baldridge Family
Midge, Molly, & Megan

