

Criteria for Performance Excellence: Baldrige, Sterling, and the State Alliance

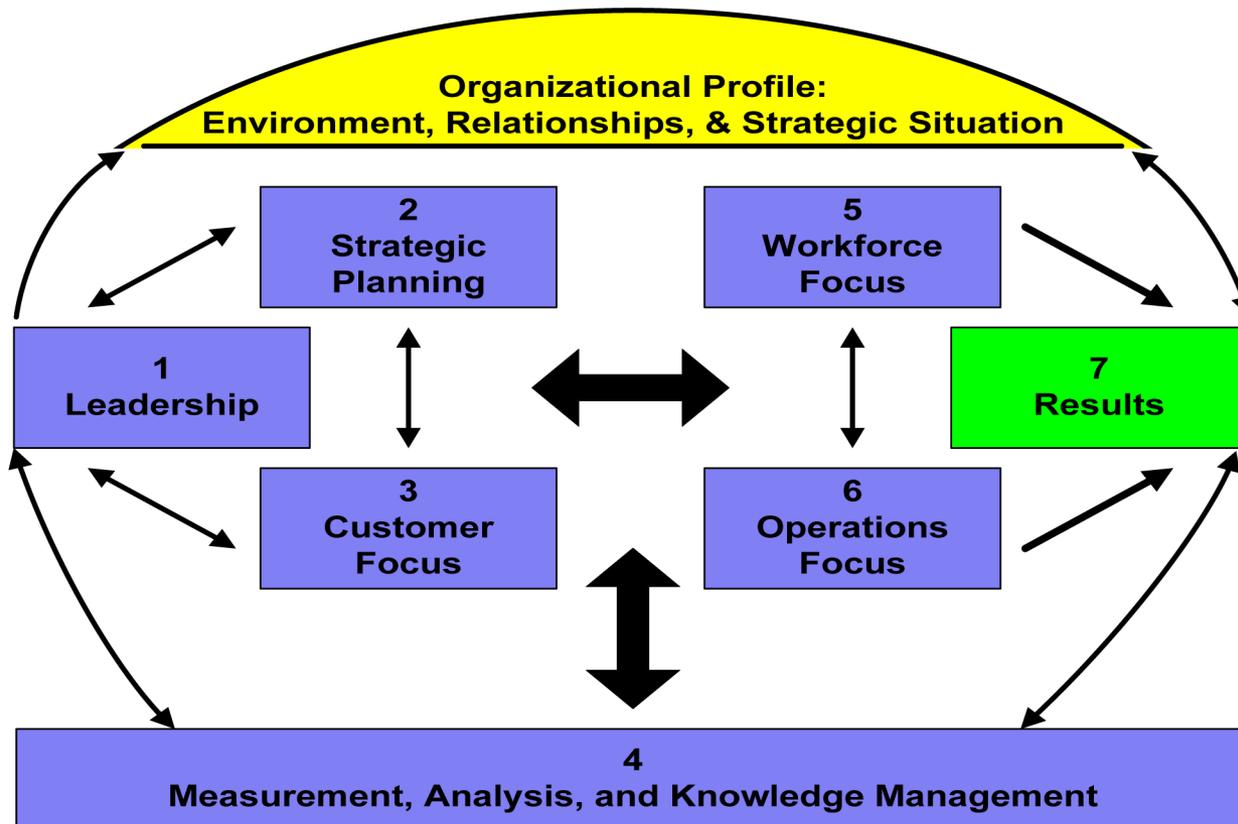
John Pieno

Chairman, Florida Sterling Council

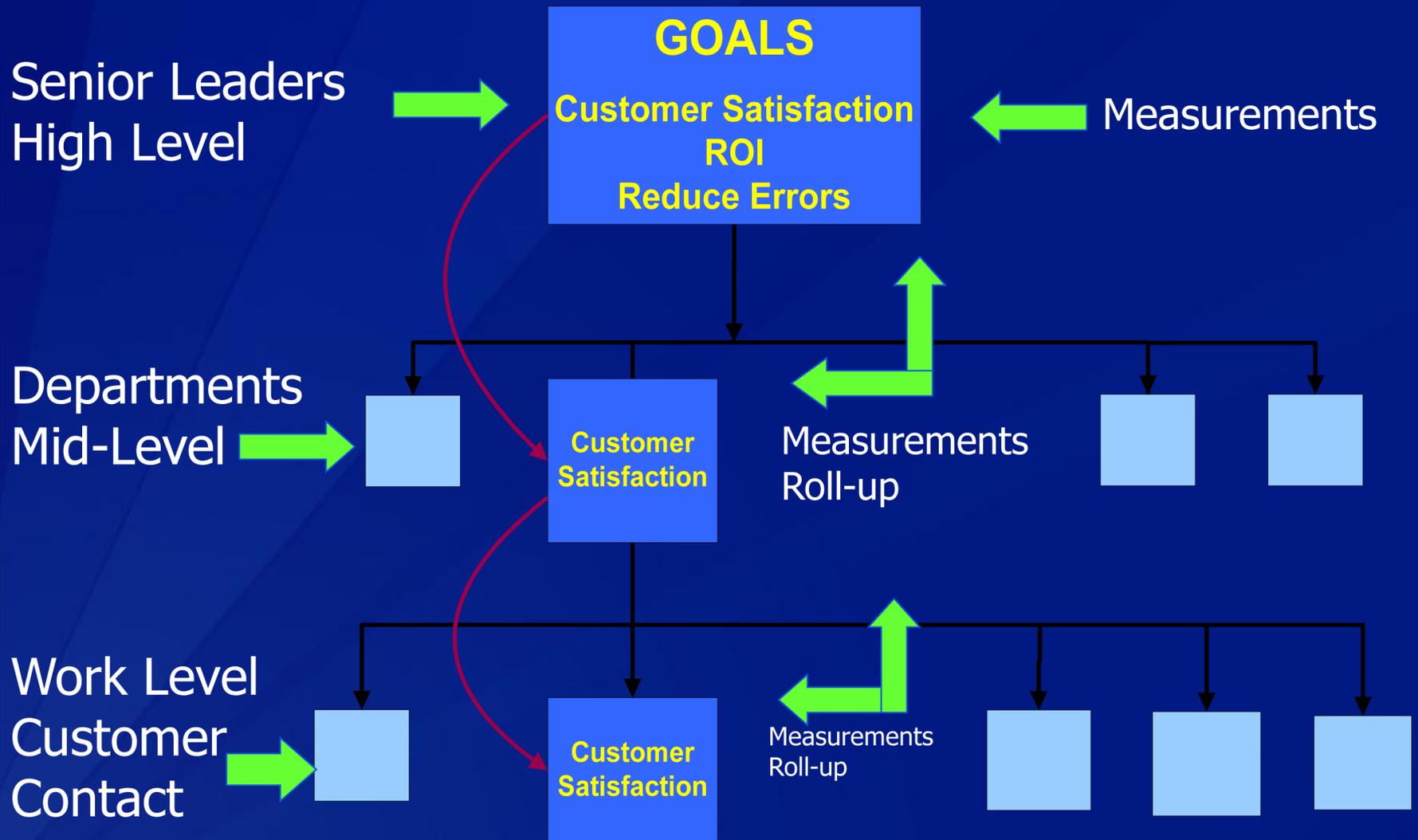
NPHII Grantee Meeting

March 31, 2011

Performance Excellence Framework



Data & Information



Baldrige Quality Program

- National & international in scope
- 1987 National Institute of Standards & Technology (NIST)
- Best practice research - 2 year continuous improvement cycle
- Core values

Baldrige Tools

- Baldrige Criteria books: business, education, healthcare
- “Are we making progress?”
- Award recipient information – partial Organizational Profiles and applications
- Quest Conference - April
- www.nist.gov/baldrige

Alliance for Performance Excellence

- Nonprofit national network, aims to enhance the success and sustainability of member Baldrige-based programs.
- Member organizations
 - Promote the use of the Baldrige Criteria through the management model
 - Serve as a feeder system for examiners and applicants for the national program
 - Network with other state programs to continue to improve their award systems

State Alliance Focus

The Alliance serves member states (33) through strategic committees and associated task forces.

- Member Relations- developing program members, identifying and meeting member needs
- Financial Strength- building financial strength of all member programs
- Governance- providing transparent and systematic visionary governance
- Customer and Market Strength-providing outreach tools and information for members and stakeholders

www.baldrigepe.org/alliance/

State Alliance Members

- Alabama
- Arizona
- Arkansas
- California
- Colorado & Wyoming (Rocky Mountain)
- Connecticut
- Florida
- Georgia
- Hawaii
- Illinois
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Missouri
- Nebraska
- New Hampshire
- New Mexico
- North Carolina
- Ohio
- Oklahoma
- Pennsylvania
- South Carolina
- Texas
- Tennessee
- Vermont
- Virginia (including DC)
- Wisconsin
- Washington

Several military organizations & veterans' hospitals are associate members of the Alliance for Performance Excellence.

Florida Sterling Council

- Founded in 1992, 501c(3)
- 36 member Board of Directors
- 7 staff, ~ 200 examiners
- Core competencies:
 - Facilitating performance improvement
 - Managing executive relationships
 - Managing volunteers
 - Managing events & training



Florida Sterling Council Tools

- 64 Governor's Sterling Award recipients since 1992
- Sterling Challenge or Mentoring Challenge
- Sterling Navigator I & II
- Sterling Business Blueprint
- Training, coaching, conference

www.floridasterling.com

Get Engaged

- Contact your state program
- Attend training in the Criteria
- Complete an Organizational Profile
- Complete an entry level or higher self-assessment for your organization
- Become an examiner
- Attend a conference