

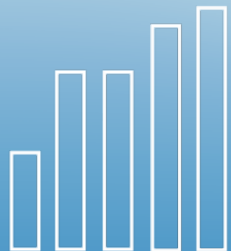
Getting Started:

Moving toward
Excellence!

Dawn Garcia, MBA, MS, RN, CMQ/OE

Why get started toward excellence?

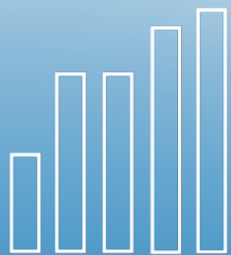
- Growing sense of “what’s next” on your improvement journey
- Advancing competition in your market
- Cultural readiness to become a role model organization
- Visionary leadership to meet stakeholder’s needs
- Need to advance performance results, for better outcomes, efficiency, and metric performance



How does the process work?

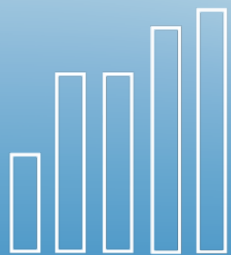
- A baseline assessment* determines an original work plan.
- From the work plan, processes are captured and described in a state excellence award application, based on the Baldrige Excellence Program criteria.
- Following submission to the state excellence program, a feedback report is received.
- Cycles of improvement and application submission repeat with continuous process refinement and improving results.

*See resources on back page

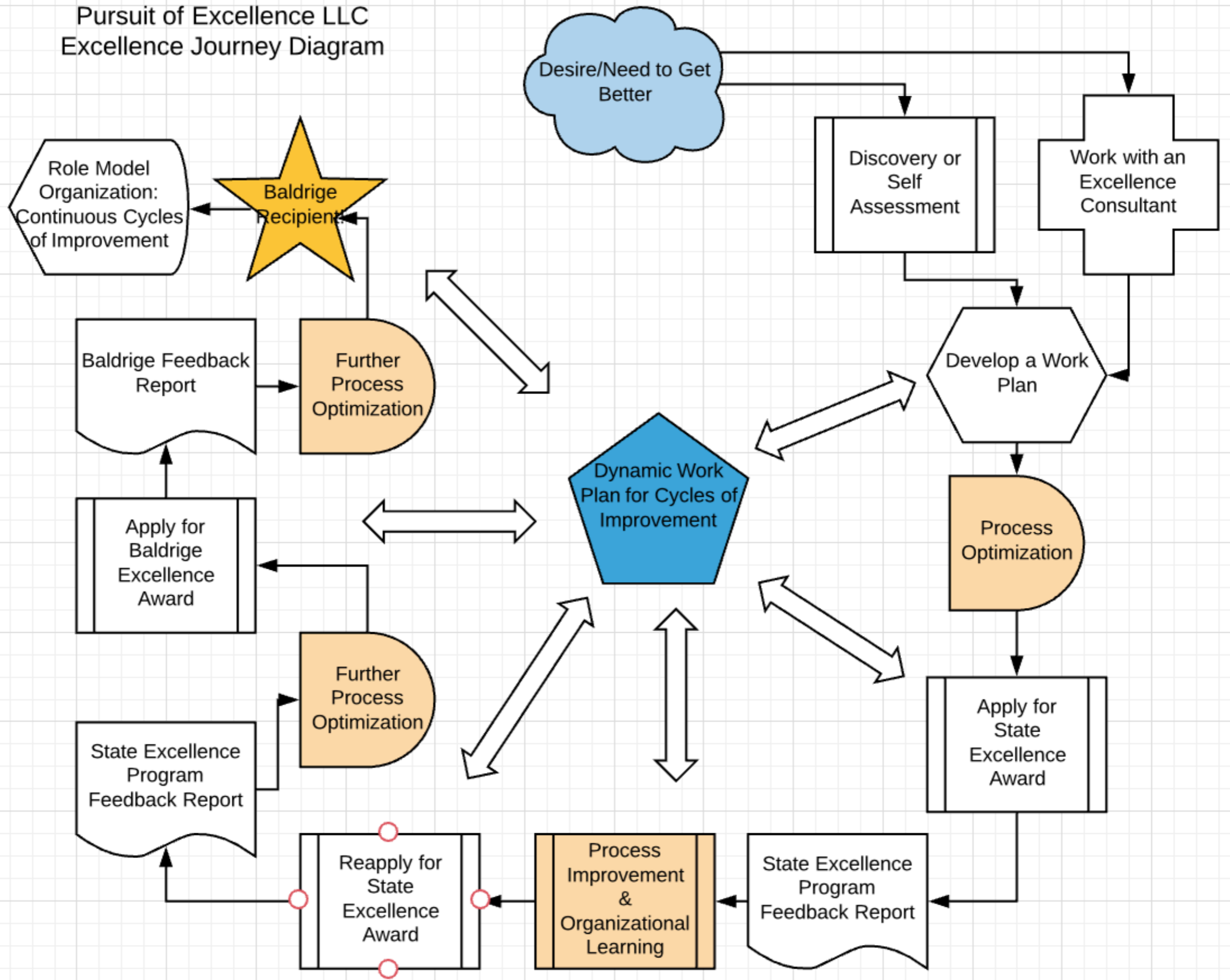


How does a consultant help?

- Embarking on any new process without a mentor or process guide can be daunting, and filled with wasted time and effort.
- Clients share that they save as much as 30-40% of the time in the process by using a Baldrige expert as their consultant. That builds momentum and results.
- Saving time also saves money, while it keeps the organization on an accountability path.
- If developing an application is also beyond your team's resources, consultants can help with that too.



Pursuit of Excellence LLC Excellence Journey Diagram



Initial Resources

Pursuit of Excellence Baldrige assessments:

Are We Making Progress or enter the link below

<https://survey.zohopublic.com/zs/zBCsnF>

Are We Making Progress as Leaders or enter the link below

<https://survey.zohopublic.com/zs/fDCsP6>



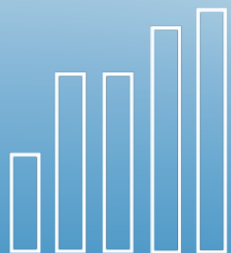
WISCONSIN CENTER *for*
PERFORMANCE EXCELLENCE
Better Organizations, Better Results

www.wisquality.org

Baldrige Express Overview:

Baldrige Express Process Overview:

<http://www.wisquality.org/wp-content/uploads/2018/03/WCPE-Express-Process.pdf>

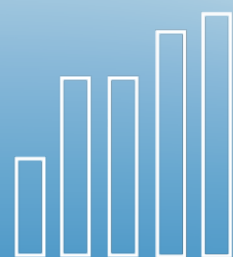
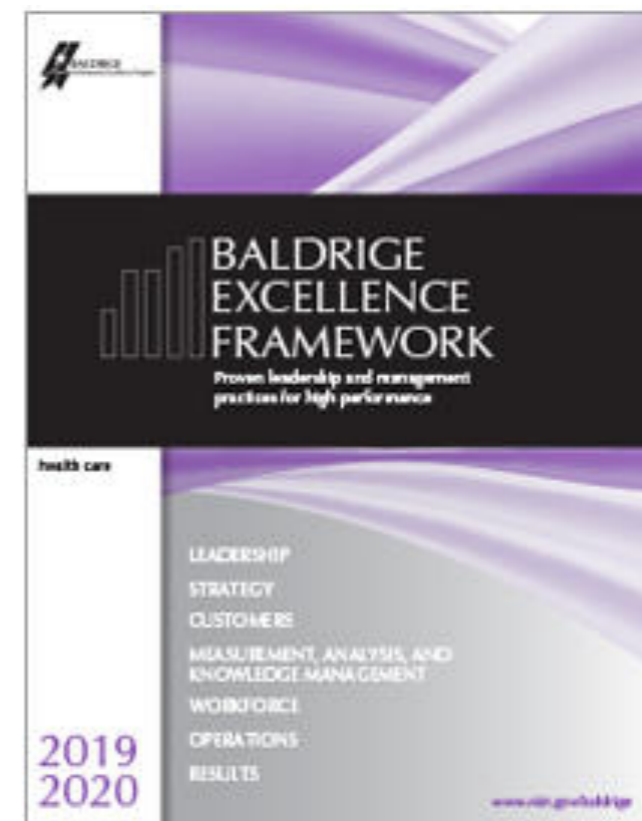


Application Resources

As you advance, you'll need these:



WISCONSIN CHALLENGER APPLICATION & INSTRUCTIONS



What Is the Baldrige Criteria?

- A set of expectations or requirements
- A structured approach to performance improvement
- A framework for a systems view of performance management

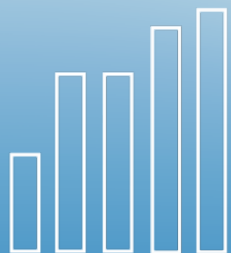
Basic -> **3.2 Customer Engagement: How do you serve customers' needs to engage them and build relationships? (45 pts.)**

Overall -> Describe HOW you determine product offerings and communication mechanisms to support your CUSTOMERS. Describe HOW you build CUSTOMER relationships.

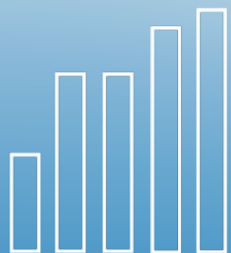
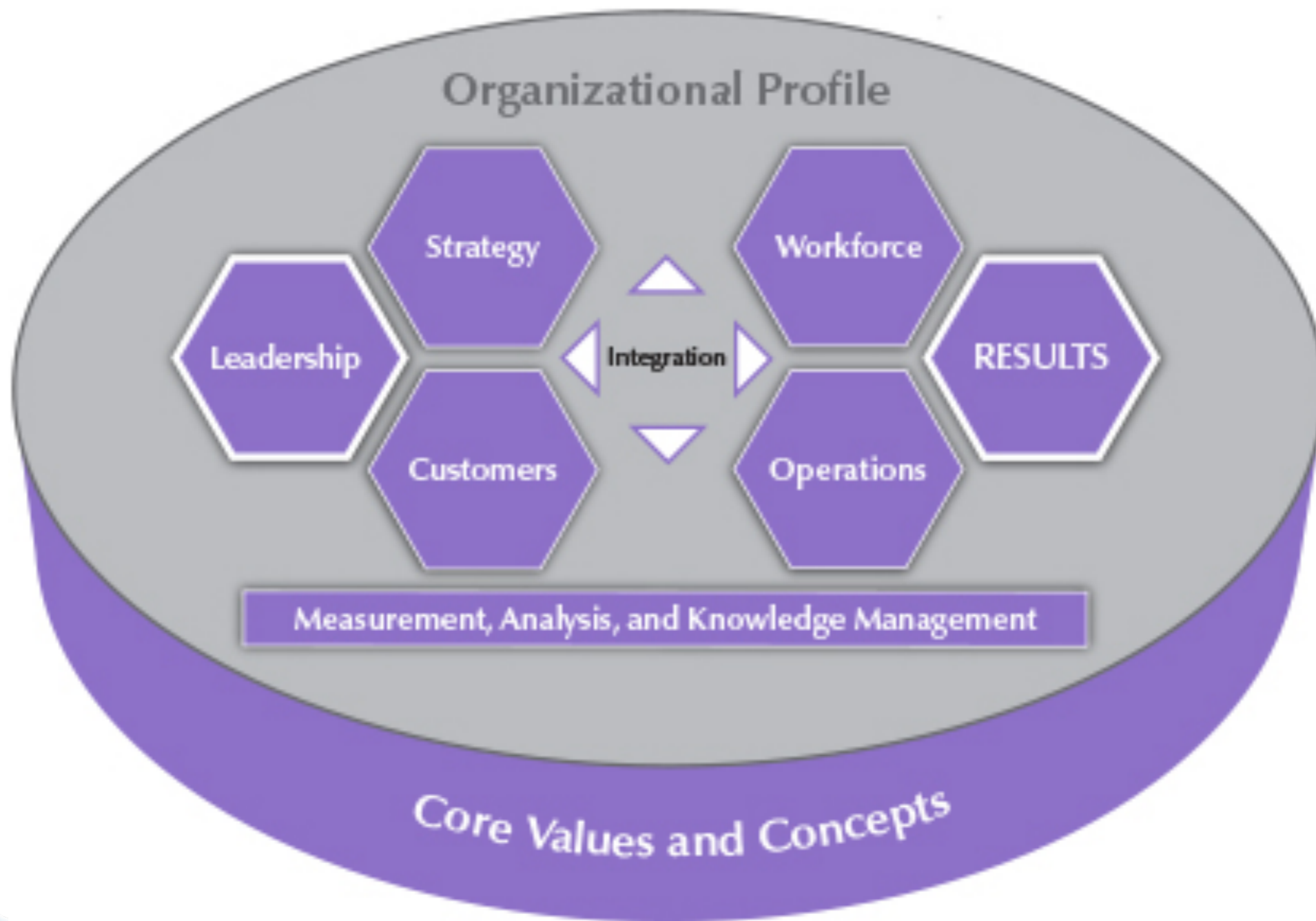
In your response, include answers to the following questions:

a. Product Offerings and CUSTOMER Support

- (1) **Product Offerings** HOW do you determine CUSTOMER and market requirements for product offerings and services? HOW do you identify and adapt product offerings to meet the requirements and exceed the expectations of your CUSTOMER groups and market SEGMENTS (identified in the Organizational Profile)? HOW do you identify and adapt product offerings to enter new markets, to attract new CUSTOMERS, and to create opportunities to expand relationships with current CUSTOMERS, as appropriate?



Application Framework

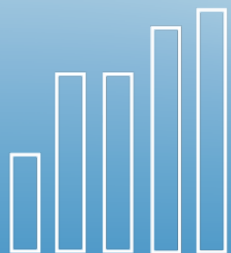
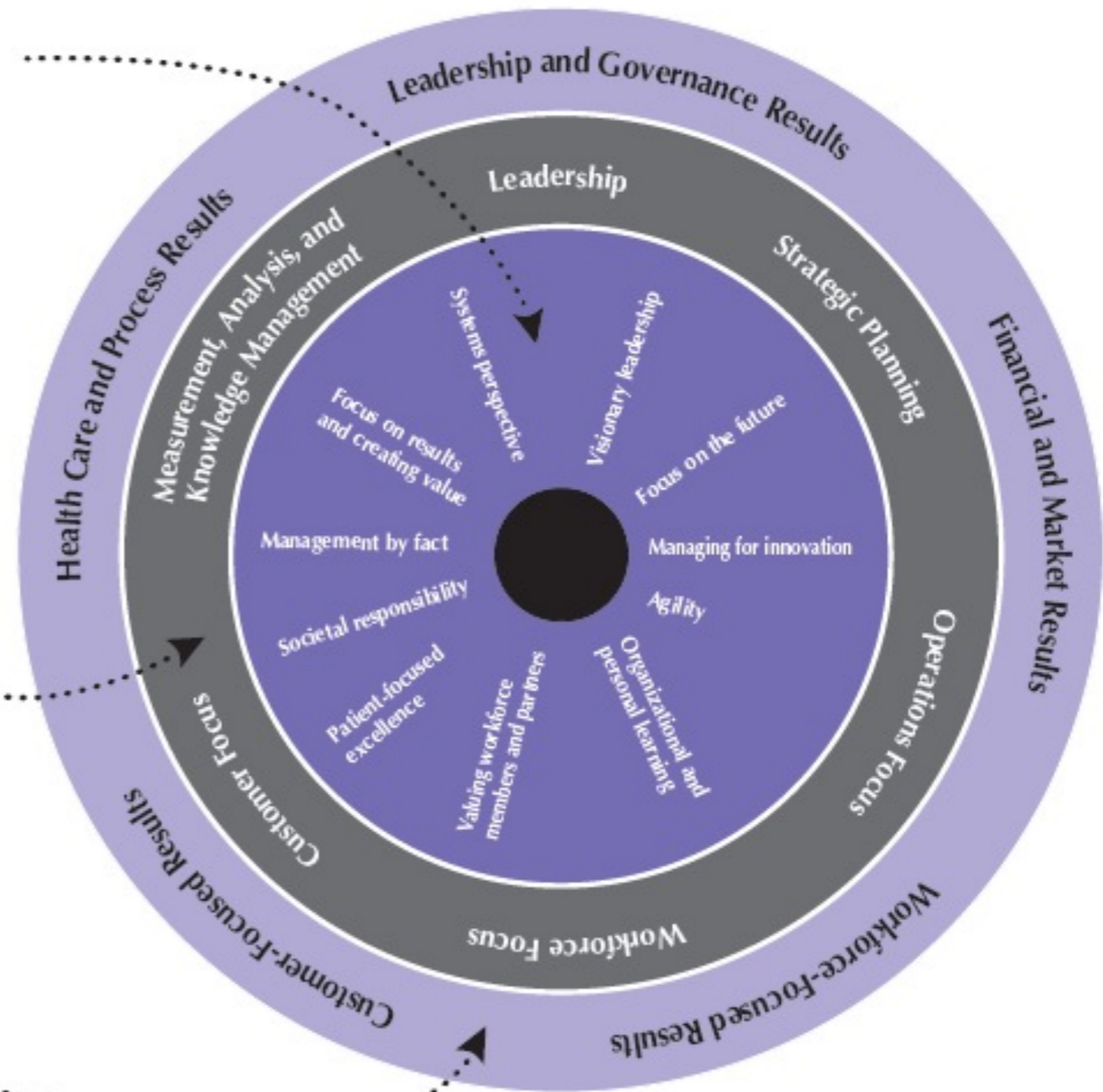


Baldrige Core Values and Concepts

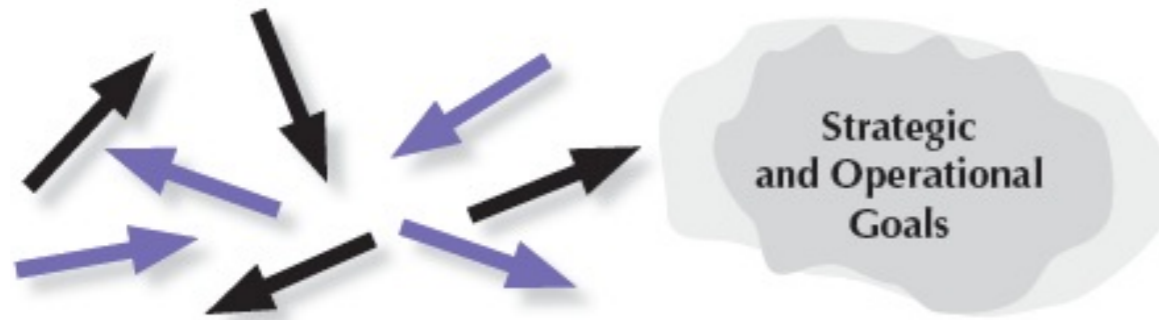
The Baldrige Health Care Criteria build on core values and concepts...

which are embedded in systematic processes...
(Criteria categories 1–6)

yielding performance results.
(Criteria category 7)

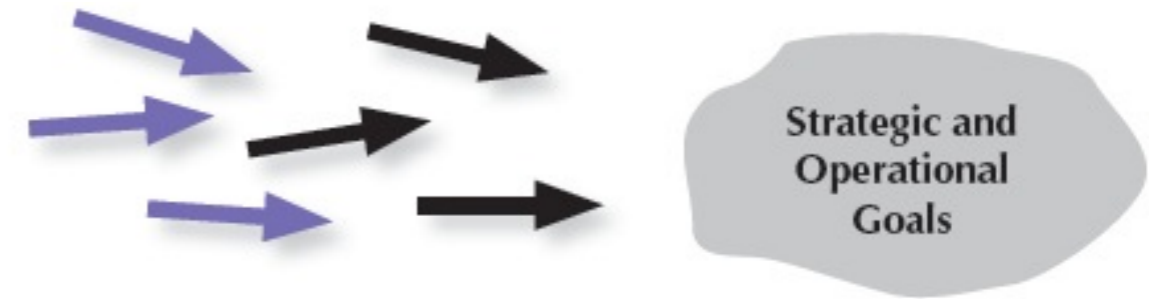


Steps toward Mature Processes



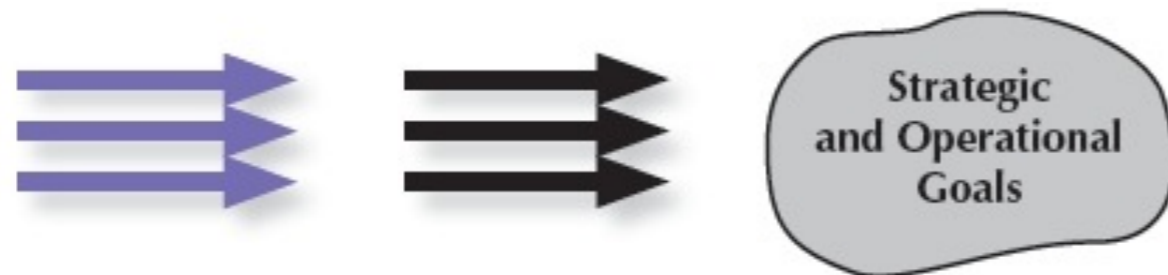
Operations are characterized by activities rather than by processes, and they are largely responsive to immediate needs or problems. Goals are poorly defined.

Reacting to Problems (0–25%)



The organization is beginning to carry out operations with repeatable processes, evaluation, and improvement, and there is some early coordination among organizational units. Strategy and quantitative goals are being defined.

Early Systematic Approaches (30–45%)



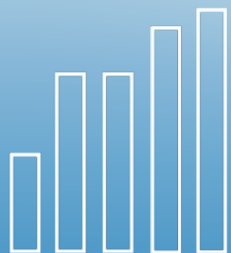
Operations are characterized by repeatable processes that are regularly evaluated for improvement. Learnings are shared, and there is coordination among organizational units. Processes address key strategies and goals.

Aligned Approaches (50–65%)



Operations are characterized by repeatable processes that are regularly evaluated for change and improvement in collaboration with other affected units. The organization seeks and achieves efficiencies across units through analysis, innovation, and the sharing of information and knowledge. Processes and measures track progress on key strategic and operational goals.

Integrated Approaches (70–100%)



1



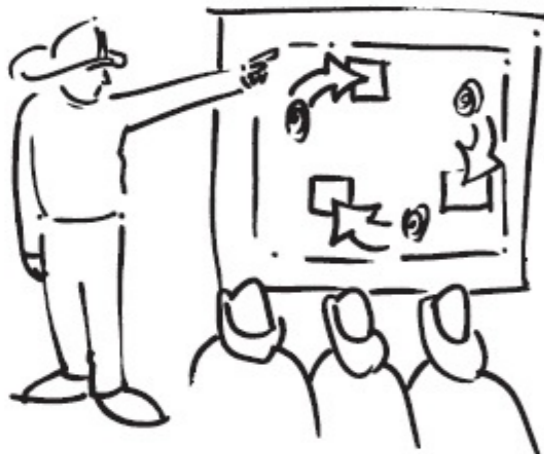
Reacting to the problem (0–5%)
Run with the hose and put out the fire.

2



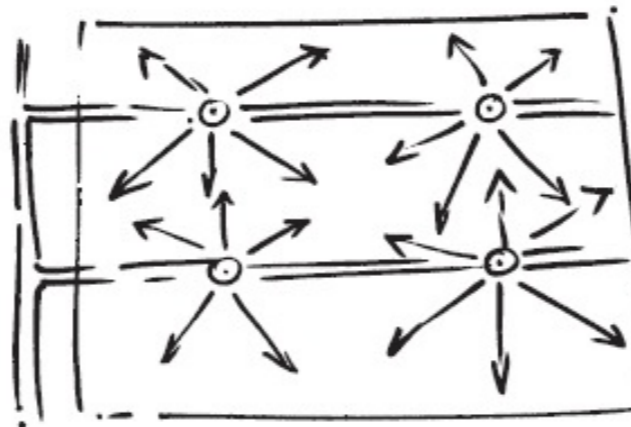
General improvement orientation (10–25%)
Install more fire hoses to get to the fires quickly and reduce their impact.

3



Systematic evaluation and improvement (30–45%)
Evaluate which locations are most susceptible to fire. Install heat sensors and sprinklers in those locations.

4



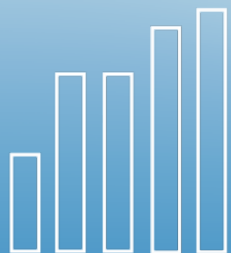
Learning and strategic improvement (50–65%)
Install systemwide heat sensors and a sprinkler system that is activated by the heat preceding fires.

5



Organizational analysis and innovation (70–100%)
Use fireproof and fire-retardant materials. Replace combustible liquids with water-based liquids. Prevention is the primary approach for protection, with sensors and sprinklers as the secondary line of protection.

From Fighting Fires to Innovation: An Analogy for Learning



Ready to Get Started?

We're ready to answer your questions,
and help you achieve results.

715-828-7390 or dawn@pursuit-excellence.com

