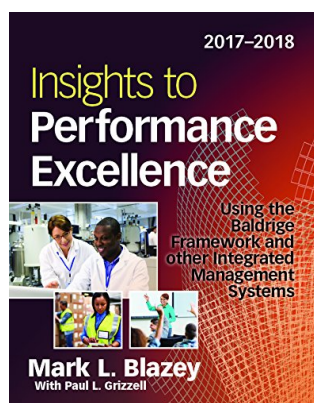


[PDF] Insights To Performance Excellence 2017 2018

Mark L. Blazey, Paul L. Grizzell - pdf download free book



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Description:

For more than two decades this book has been used as a teaching and reference text to guide organizations that documented their continuous improvement efforts using Baldrige Award-type management systems. The goal for this book is that readers will understand more fully what each area of the system means for organizations and find the synergy within the six major process-oriented parts of the system leadership; strategy; customers; measurement, analysis, and knowledge management; workforce; and operations that lead to excellent performance results.

This book provides a valuable, step-by-step approach to help identify and put in place properly focused continuous improvement systems. Seven types of information are provided in this book for each of the Items in Categories 1 through 7 of the 2017 2018 Baldrige Framework and Performance Excellence Criteria

1. The actual language of each Item, including Notes
2. A plain-English explanation of the requirements of each Item with suggestions about the rationale for the Item and ways to meet key requirements
3. A table showing the similar requirements of the Criteria presented only once at the scoring level where the requirement first appears
4. A summary of the requirements of each Item in flowchart form
5. The key linkages between each Item and other Items
6. An explanation of some potential adverse consequences that an organization might face if it fails to implement processes required by each Item
7. Examples of effective practices that some organizations have developed and followed consistent with the requirements of the Item

Features of this 2017 2018 edition include:

- New information from the Baldrige 2017 2018 Criteria for Performance Excellence to help leaders focus on priority opportunities for improvement and better understand the role they must play in refining their management systems and processes.
- Tables for each Criteria Item showing the similar requirements of the Criteria presented only once at the scoring level where the requirement first appears. This is intended to help examiners determine at what level a requirement belongs when it appears at the basic, and/or overall, and multiple levels.
- The CD-ROM included with this book has been modified to bring templates and related analyses up to date with the changes in the Criteria.
- A section on the CD-ROM provides a comprehensive Application Development Template for Education and Health Care organizations, as well as for Business and Nonprofit organizations.
- Scoring Calibration Guidelines are provided on the CD-ROM for Education, Health Care, and Business/Nonprofit organizations.
- Information on other award programs throughout the world such as the European Foundation for Quality Management and the China Association for Quality.

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