



HELPING ARKANSAS BUSINESS EXCEL

**ARKANSAS INSTITUTE FOR
PERFORMANCE EXCELLENCE**

July, August, September 2017

You are invited to the
2017
*Governor's Quality
Awards
Celebration*

Tuesday, September 12
Marriott Hotel Ballroom, Little Rock
Reception 5 p.m. | Dinner 6 p.m.

Cost is \$75 per person or \$750 per table.

TRAIN | ASSESS | RECOGNIZE

The Arkansas Institute for Performance Excellence offers year-round services for training, assessment and recognition.



Learn how to write an application for a Governor's Quality Award. Using the *Baldrige Excellence Framework*, you'll write an application at one of four levels of award which explores the linkages between your key processes in the categories of Leadership; Strategy; Customers; Measurement, Analysis, and Knowledge Management; Workforce, Operations, and Results. Your application will be assessed by a team of examiners who will provide feedback. You'll receive an award at the annual recognition celebration in September. All applicants and potential applicants are provided training and resources to help in writing an application.

Applicant Training I – The Organizational Profile and Basic Baldrige Concepts

The starting point for writing an application and self-assessment, an Organizational Profile, is a three-to five-page snapshot of an organization. It identifies key influences on operations and a competitive environment which can be used for strategy. Gain a better knowledge of basic Baldrige concepts and how they can help in writing a profile that accurately identifies key organizational characteristics – the basis for preparing an award application. *This training is for all applicants at all award levels. (November of each year)*

Applicant Training II - Key Processes and Their Results

Identifying the most important processes that contribute most to organizational performance improvement and result in key outcomes or performance results will be the focus of this training. Dissect key processes for systematic approach, organizational deployment, learning through evaluation and integration through alignment of other processes. Focus will be given to using the most critical performance results to find levels for meaningful measurement, trends of three years or more, comparison to competition and show integration of other important results. *This training is for applicants at the Commitment, Achievement and Governor's award levels. (December of each year)*



Applicant Training III – Preparing your Achievement/Governor's Application

With over 200 questions in the Baldrige Excellence Framework, it is important to fully respond to questions to provide information requested. However, not every question needs a response. Learn how to provide complete answers that are appropriate to each individual organization without the appearance of a gap in performance and develop a strategy in writing your application. *This training is for applicants at the Achievement and Governor's award levels. (January of each year)*

Applicant Training III – Preparing your Commitment Application

Commitment Award applicants write an application answering a specific set of questions from the Baldrige Builder. How to answer those questions completely to receive maximum feedback results and determine level of award will be discussed. *This training is for Commitment Award level applicants. (January of each year)*

Governor's Quality Award Board of Examiners

Become a member of the Governor's Quality Award Board of Examiners. You'll receive intensive training on how to assess an award application. Examiners can receive continuing education credits from ASQ. Additional benefits include:

- training on how to conduct site evaluations, evaluate quality improvement programs and prepare feedback reports;
- first-hand knowledge of the evaluation process that is invaluable for use in assessing quality systems;
- the opportunity to work with and establish a network of quality professionals; and exposure to a variety of improvement strategies and techniques.

Examiner Training I

A mandatory training, new examiners are taught the basic principles of assessing an application for the Governor's Quality Award Program. *(March of each year)*

Examiner Training II

Receive in-depth training with your assigned team members which prepares you to analyze applications for award, create comments for the feedback report and work together with your team to come to consensus on award level. *(April of each year)*

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Working together with industry partners, AIPE offers training through workshops and seminars on topics that affect specific industries.

- Governor's Quality Award Healthcare Seminar
- ISO 9001:2015 Workshops
- Organizational Profile – Leveraging your Organizational Profile for Strategic Planning

2018 Governor's Quality Award applications are due in April. Applicant Training begins in November. Make plans now to apply!

A Targeted Approach to Implementing Changes in the New ISO 9001:2015

The update to the 2015 edition of ISO 9001 more closely aligns with the **Baldrige Excellence Framework**, a proven management framework for over 25 years. Insights from Baldrige will help manufacturing organizations move from minimal compliance of ISO 9001:2015 to realizing the benefits of an overall strategy for excellence.

What does the new standard require in monitoring results? AIPE, in partnership with Arkansas Manufacturing Solutions/AEDC, will be offering:

Monitoring and Evaluating Results: Get on Top of Performance Metrics

Tuesday, August 29, 8 a.m. – 12 p.m., | Arkansas State Chamber of Commerce

In Clauses 9 and 10 of the new ISO 9001:2015 standard, performance evaluation and improvement are critical steps in assuring your compliance. Learn how to determine key measures and their metrics to satisfy the requirements of the standard and use them to improve processes for greater output. At the end of this workshops, participants will be able to:

1. Explain the relationship between processes and results
2. Understand how to monitor the results of processes
3. Describe different ways to analyze results
4. Identify how to use monitoring and evaluating results for improvement
5. Develop a customized action plan to apply and extend the knowledge and skills from this workshop

The workshop is led by Bill Craddock with Craddock and Associates. Bill has worked as an examiner and trainer for the Arkansas Governor's Quality Award Program and the National Baldrige Award. He is an international trainer, author and management consultant. He is trained in both Baldrige and ISO 9001:2015. Cost for this workshop is \$110 (receive an \$11 discount if registered before August 8). To register, go to www.mfgsolutions.org and click on "Training Calendar."

This training is the final workshop in a series of four which can be available to organizations as a series or individually. They include:

- **Top Management and ISO 9001:2015: No Longer Optional**
- **Organization Context: A Better Way to Align Your QMS with Your Strategy**
- **Risk-Based Thinking: A Tool for Evaluation and Change**

Contact Sue Weatter at 501-372-2222 for more information on this training opportunity.

2017 Examiner Appreciation Luncheon

Thursday, October 19, 12 p.m. | Little Rock Country Club | 4200 Country Club Boulevard



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WWW.ARKANSAS-
QUALITY.ORG

The Arkansas Institute for Performance Excellence, a private non-profit 501(c)(3) corporation, was established in 1994 for the purpose of supporting the broad-based use of quality principles throughout Arkansas to drive performance improvement. The organization, governed by a volunteer Board of Directors, is statewide and is incorporated in Arkansas, located in Little Rock. In November of 2008 the Board of Directors voted to enter into a partnership with the Arkansas State Chamber of Commerce, which provides facilities and administrative support and marketing and promotion assistance to the program.

The Arkansas Institute for Performance Excellence was founded by concerned Arkansas business leaders who understood the need to recognize companies reaching for the highest standards in their products, services and processes and who understood the need for organizations to have the tools and training to improve and to strive for performance excellence. The Board of Directors believe that by continuous improvement of our competitiveness in the global marketplace, we can help ensure more jobs, a stronger economy for our state, and a better tomorrow for all Arkansans. The Institute administers the Governor's Quality Award, an award process open to all organizations within the state, both for-profit and not-for-profit.

2017 Examiner Process Improvement Meeting

Wednesday, September 13, 9 a.m.
Arkansas State Chamber of Commerce
1200 W. Capitol, Little Rock

**Our newly updated website will be launched August 1!
Check it out at www.arkansas-quality.org!**

2017 Program Calendar

ISO 9001:2015 Monitoring and Evaluation Results: Get on Top of Performance Metrics	August 29
Governor's Quality Award Celebration	September 12
2017 Examiner Process Improvement Meeting	September 13
2017 Examiner Appreciation Luncheon	October 19
Applicant Training I	TBA
Applicant Training II	TBA