



PROMOTING EXCELLENCE IN ARKANSAS

ARKANSAS INSTITUTE FOR PERFORMANCE EXCELLENCE

January, February, March 2017

BECOME A MEMBER OF THE GOVERNOR'S QUALITY AWARD 2017 BOARD OF EXAMINERS

The Governor's Quality Award Program is now accepting applications for the 2017 Board of Examiners. Examiners receive training and serve on teams to assess award applications for the Governor's Quality Award Program.

Training for Arkansas examiners is modeled after the Baldrige Performance Excellence Program (BPEP) which received the first-place award in the government and military category of the Leadership 500 Excellence Awards, an annual recognition of the world's best leadership development programs and initiatives. The Baldrige Program raises awareness about the importance of performance excellence in driving the U.S. and global economy; provides organizational assessment tools and criteria; educates leaders in businesses, schools, health care organizations, and government and non-profit organizations about the practices of national role models; and recognizes those role models with the Baldrige Award.

If you would like to take advantage of this professional development opportunity and provide service to businesses in Arkansas, go to www.arkansas-quality.org and click on 2017 Board of Examiners Application to get a copy of an application. Returning examiners can apply online.

Being an examiner for the Governor's Quality Award process can give you a remarkable perspective on how you can personally contribute to the success of your organization. This insight can help you develop constructive, mature approaches to organizational improvement, innovations and challenges. The training, application review and teamwork will be a rewarding learning experience that will enhance your career while having a direct impact through written feedback on the success of businesses and organizations in Arkansas who participate.

New examiners receive three days of training at no charge, learning skills for analysis of organizational processes with a focus on results and linkages. Skills developed in analytical and consensus-building and a systems perspective can be applied within your own organization.

EXAMINER TRAINING I for all first-year examiners is Wednesday, March 8, 9 a.m.—3 p.m. at the Arkansas State Chamber of Commerce, 1200 West Capitol, Little Rock. *This is mandatory training for new examiners.*

EXAMINER TRAINING II for all examiners is April 11-12, 8 a.m. to 5 p.m. at Philander Smith College, 900 Daisy Bates Drive in Little Rock. *This training is mandatory for all examiners.*



Members of the American Society for Quality can receive up to 5 RUs for participating as an examiner. Contact Sue Weatter at 501-372-2222 with questions.



Award Application Writing Services Now Available for Governor's Quality Award Applications!

If you have wanted to apply for a Governor's Quality Award and not had the time or personnel to write an application, Application Writing Services are now available for 2017 applicants at the first two levels of award, Challenge and Commitment.

The Commitment level is designed for organizations that have progressed to a point of demonstrating serious commitment to the use of total quality principles to achieve performance excellence. Application at this level requires completion of a Key Business Factors Worksheet of the organization's operation, an Organizational Profile and the signature of the executive leader of the organization indicating his/her commitment. The application also includes a 15-20 page report of how the organization is applying specific questions provided from the *Baldrige Excellence Framework* criteria, a national standard for strong business principles. (See page three of the newsletter). A written feedback report which outlines strengths and areas for improvement toward the next level of achievement is provided. Recognition is given to organizations that have advanced from the knowledge and skills gained from initial steps and have a plan to move the organization toward total performance excellence and have progressed to a point of potential serious commitment. Commitment Award applications are due April 5.

Companies and organizations interested in applying for a Challenge level of award may apply through July 1. The first level of the Governor's Quality Award program, the Challenge Award, requires a Key Business Factors Worksheet and a written three- to five-page Organizational Profile. The starting point in assessment, an Organizational Profile gives a better understanding of the context in which you operate, defines key requirements for current and future success, and highlights strategic challenges and advantages. Creating an Organizational Profile helps you understand what is most relevant and key to your organization's primary function, mission and performance. You can leverage your Organizational Profile to begin making improvements on the foundation of your organization. For manufacturers, creating an Organizational Profile can help in preparation for other accreditation processes such as **ISO 9001:2016 by describing your organizational context**. Using the *Baldrige Excellence Framework* criteria you will answer questions such as: what is your organizational structure; who are your customers and stakeholders; and what is your mission, vision and values? Challenge applicants receive a short feedback report on their Profile.

29th Annual Quest for Excellence Conference

April 2-5, 2017

Baltimore Marriott Waterfront Hotel

Baltimore, Maryland

Go to <https://www.nist.gov/baldrige>

for more information

Both Challenge and Commitment Award applicants receive recognition at the 2017 Award Celebration on September 12 at the Marriott Hotel Ballroom in Little Rock. In addition, coaching services for application writing are available to those applying at the Achievement and Governor's level of award.

Contact Sue Weather at sweather@arkansasstatechamber.com or call at 501-372-2222 for more information on how you can apply, receive recognition and feedback from the Governor's Quality Award Program.

The new 2017-18 Baldrige Excellence Framework is available online at <https://www.nist.gov/baldrige/publications/baldrige-excellence-framework>.



From Baldrige Performance Excellence Program, 2016. *2017–2018 Baldrige Excellence Framework: A Systems Approach to Improving Your Organization's Performance*. Gaithersburg, MD: U.S. Department of Commerce, National Institute of Standards and Technology. <http://www.nist.gov/baldrige>. Photo credits: ©Click Bestsellers/Shutterstock, ©Fenton one/Shutterstock, ©graphixmania/Shutterstock, ©banderlog/Shutterstock

Save the Date!

2017 Governor's Quality Award Healthcare Seminar

“Engaging Arkansans for Better Health Outcomes”

Embassy Suites Hotel, Little Rock | Tuesday, June 20

Featured Speaker:

**Dr. Neal Crotty, COO, Charleston Regional Medical Center in Charleston, West Virginia
2015 National Baldrige Award Recipient**

Sponsored by:

Arkansas Foundation for Medical Care, American Data Network, Arkansas Health Care Association, Arkansas Hospital Association, Community Health Centers of Arkansas and the Arkansas State Chamber of Commerce

2016 Board of Examiners Professional Development Webinar

Thursday, February 25, 2 p.m. - Cybersecurity

All examiners who have applied to serve for 2017 will receive an invitation to the webinar.



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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.

Like the Arkansas Institute for Performance Excellence on Facebook!

**Mark your calendars for the
2017 Governor's Quality Award Celebration**

Tuesday, September 12 | Marriott Hotel, Little Rock

**2017
Governor's Quality Award Calendar**

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|--------------------------------------|--------------|
| Examiner Training I | March 8 |
| 2016 Award Applications Due | April 4 |
| Examiner Training II | April 11-12 |
| Healthcare Seminar | June 20 |
| Governor's Quality Award Celebration | September 12 |
| 2017 Process Improvement Meeting | September 13 |
| Examiners' Appreciation Luncheon | October |