



PROMOTING EXCELLENCE IN ARKANSAS

# ARKANSAS INSTITUTE FOR PERFORMANCE EXCELLENCE

January, February, March 2018

**Looking for a unique professional development and networking opportunity that results in helping Arkansas be more competitive?**



The Governor's Quality Award is looking for prospective members of its 2018 Board of Examiners.

Each year companies from all industry sectors across Arkansas provide employees to serve as examiners. **The in-depth training examiners receive plus the experience reviewing an award helps improve analytical skills and provides a greater understanding of good business principles.** Working with a team of examiners, examiners work individually and collaboratively to prepare a feedback report and determine award level for their assigned applicant. **Knowledge gained from training and hands-on experience is value-added to companies who supply examiners.**

Examiner Training I for new examiners is March 6 at the Arkansas State Chamber of Commerce. Examiner Training II for all examiners is April 4-5 at Philander Smith College in Little Rock. There is no charge for training if serving as an examiner. Members of the American Society for Quality can receive up to 5 RUs for participating as an examiner.

Go to [www.arkansas-quality.org/Upcoming Events/Examiner Training I](http://www.arkansas-quality.org/Upcoming%20Events/Examiner%20Training%20I) for an application and additional information about serving as an examiner for 2018. Returning examiners can go to Forms, 2018 Examiner Application Form. Contact Sue Weatter at 501-372-2222 or [sweatter@arkansasstatechamber.com](mailto:sweatter@arkansasstatechamber.com) with questions.



2017 Examiner Training I, Philander Smith College, Little Rock

## Setting Goals for a Better Arkansas



With the start of a new year, it's common to see people set goals for themselves. The *Baldrige Excellence Framework*, a criteria not only recognized nationally but around the world, is designed to help organizations enhance their competitiveness by focusing on two goals, delivering ever-improving value to customers and improving overall organizational performance. The goal of the Arkansas Institute for Performance Excellence is to see Arkansas organizations improve by offering training, assessment and recognition using our expertise in the Baldrige criteria as the foundation of our efforts.

### Training/Assessment/Recognition through the Governor's Quality Award

- Teaching applicants to write an application while self-assessing their processes and results.
- Providing examiners training that increases skills through assessing applications for award and providing feedback while increasing their value to employees who allow them to serve.
- Recognizing excellence in Arkansas organizations that are willing to look at what they are or are not doing and how well they do it by answering the questions of the criteria when applying for award.

### Training industry on topics that affect their ability to perform through AIPE:

- Training manufacturers on the new ISO 9001:2015 standards using its alignment to the criteria;
- Working with healthcare partners to provide the annual healthcare seminar focusing on key issues that affect the healthcare industry
- Cybersecurity workshops using the criteria and the new NIST standard on cybersecurity.

The goals of AIPE will remain the same, but the opportunities with which to achieve them will come through the continued support from our partnerships, selfless work from our volunteers, and development of exciting new ways to extend our reach. Are you in?

### You Can Still Apply for a 2018 Governor's Quality Award!

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 for the foundation of your organization.

For manufacturers, creating an Organizational Profile can help in preparation for other accreditation processes such as **ISO 9001:2015 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; using data and performance improvement. Challenge applicants receive a short feedback report on their Profile.

Contact Sue Weather at [sweather@arkansasstatechamber.com](mailto: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.

## *Save the Date!*

### 2018 Governor's Quality Award Healthcare Seminar

#### “Adapt and Overcome: Strategies for Agility in a Changing Industry”

Embassy Suites Hotel, Little Rock | Tuesday, June 19

*Featured Session:* “Category 6 Hurricane: Our Baldrige Survival Guide for Weathering Any Storm,” Jason Glover, COO, Memorial Hermann Sugar Land Hospital, Houston, Texas  
2016 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

### 30th Annual Quest for Excellence Conference

*April 8-11, 2018*

Baltimore Marriott Waterfront Hotel

Baltimore, Maryland

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

### 2018 Board of Examiners Professional Development Webinar

*Thursday, February 28, 2–3 p.m.*

*“Understanding Innovation and Its Role in a Successful Organization”*

All examiners who have applied to serve for 2018 will receive an invitation to the webinar.

## A Tactical Plan to Assess Your Cybersecurity Risk

Facilitated by John Burgess, President of Mainstream Technologies in Little Rock, these sessions will give you tools to understand and improve what is critical to your organization's cybersecurity risk management. Using the *National Institute of Standards and Technology Cybersecurity Framework* and the *Baldrige Cybersecurity Excellence Builder*, you will know the questions you should be asking in self-assessing cybersecurity in your organization. The workshops will be at the State Chamber. Cost is \$50 for each session. A light lunch will be provided to those attending both sessions.

- **Ensuring Delivery of Critical Infrastructure Services**—Tuesday, February 22 | 9 a.m. to 12 p.m.
- **Discovering, Responding and Recovering After a Cybersecurity Event** -Thursday, February 22 | 12:30 p.m. to 3:30 p.m.

Go to [www.arkansas-quality.org](http://www.arkansas-quality.org) and click on the *Upcoming Events* tab to register for this workshop

## ISO 9001:2015—Key Requirements Top Management Must Know

February 7 | 8 a.m.—11:30 p.m. | National Park College, 109 Mid-American Blvd., Hot Springs

There are some critical changes in top management's role in the new ISO 9001:2015 that you should know. Learn how you can use your expanded responsibilities to ensure a successful Quality Management System in Leadership, Organizational Context, Risk-Based Thinking, and Monitoring and Evaluating Results.

The session will be led by Dr. Bill Craddock with Craddock and Associates. Bill is a Lead Certified Management System Specialist (CMSS) through Exemplar Global, state and national Baldrige examiner.

Cost is \$149. To register, go to <https://www.mfgsolutions.org/event/iso-hotspings2017/>.



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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  
2018 Governor's Quality Award Celebration**

**Thursday, September 13 | Marriott Hotel, Little Rock**

**2018  
Governor's Quality Award Calendar**

Examiner Training I	March 6
2018 Award Applications Due	March 30
Examiner Training II	April 4-5
Healthcare Seminar	June 19
Governor's Quality Award Celebration	September 13
2018 Process Improvement Meeting	September 14
2018 Examiners' Appreciation Luncheon	October