



HELPING ARKANSAS BUSINESS EXCEL

**ARKANSAS INSTITUTE FOR
PERFORMANCE EXCELLENCE**

July, August, September 2018

You are invited to the

2018

**Governor's Quality Award
Celebration**

Thursday, September 13

Marriott Hotel Ballroom, Little Rock

Reception 5 p.m. / Dinner 6 p.m.

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

Contact Sue Weatter at sweatter@arkansasstatechamber.com or call 501-372-2222 for more information on purchasing tickets. Invitations will be mailed.

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)*

Commitment Training – 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
- Baldrige Cybersecurity Framework Training

Contact Sue Weatter if you are interested in any of these training opportunities. 2019 Governor's Quality Award applications are due in April. Applicant Training begins in November. Make plans now to apply!

The ratio of the Baldrige Program's benefits
for the U.S. economy to its costs is estimated
at **820 to 1.**

2010–2017 award applicants represent

611,689 jobs,

2,906 work sites, over \$153 billion in
revenue/budgets, and about 450 million
customers served.

**110 Baldrige Award
winners** serve as national
role models.

366 Baldrige examiners volunteered
roughly **\$8.24 million**
in services in 2017.



State Baldrige-based examiners
volunteered around **\$29 million**
in services in 2016.

*Used with permission by the "Baldrige Performance Excellence Program, <https://www.nist.gov/baldrige>"

2018 Examiner Appreciation Luncheon

Tuesday, October 16, 12 p.m. | Governor's Mansion Great Hall

Join us for this opportunity to recognize the 2018 Board of Examiners and the companies who allow them to serve. Cost is free for examiners. Additional tickets are \$25 each. Contact Carol at carolm@arkansasstatechamber.com for additional information.



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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.



2018 Examiner Process Improvement Meeting

Friday, September 14, 9 a.m.
Arkansas State Chamber of Commerce
1200 W. Capitol, Little Rock

2018-19 Program Calendar

Governor's Quality Award Celebration	September 13
2018 Examiner Process Improvement Meeting	September 14
2018 Examiner Appreciation Luncheon	October 16
2019 Applicant Training I	TBA
2019 Applicant Training II	TBA
2019 Applicant Training III	TBA
2019 Commitment Award Training	TBA
2019 Examiner Training I	TBA
2019 Examiner Training II	TBA