

Baldrige User's Guide



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'For us at SSM Health Care, Baldrige has provided three essential things: a focus, a framework, and discipline. We now focus on the things that matter most to our patients. We look at our organization through the broad framework of Baldrige. And we have the discipline to stop doing things just because we've always done them. This book will be an enormous help to organizations that are truly interested in improving the work they do. It is an outstanding resource for any organization that is pursuing performance excellence' - Sister Mary Jean Ryan, FSM, President/CEO SSM Health Care. "The Baldrige User's Guide" provides helpful information for diagnosing and improving organization regardless of your level of experience with the criteria. Whether you are just starting out or are a seasoned leader or practitioner this book provides explanations, methods, and real-life examples to help you make improvements that will move your organization towards world class performance levels' - Debbie Collard, Director, Program Management and Business Excellence Boeing IDS. 'Quality New Mexico endorses the "Baldrige User's Guide". Through their book John Vineyard and John Latham have made the Baldrige criteria understandable to the novice. Quality New Mexico has used it as a reference in its development of workshops and materials' - Julia Gabaldon, President/CEO Quality New Mexico. 'This book gives leaders a systematic tool to design their approach to performance excellence. It gives a visual

step-by-step understanding of the relationships within one of the most successful business models of our time' - David Branch, Chairman/President Branch-Smith Printing, 2002 Baldrige Winner. "Organizational Diagnosis, Design, and Transformation" applies a process approach toward understanding the application of Baldrige criteria on any type and size organization in a non-threatening manner. The use of examples and worksheets throughout makes this a practical tool and brings the criteria to life. Mr. Vinyard and Dr. Latham are leaders who have written a hands-on text for leaders' - Steven Hoisington, Vice President, Quality and Reliability, Electro-Motive Diesels, Inc. 'I would have very much appreciated this book during our Baldrige journey. I encourage you to use it to accelerate your journey. You will find it incredibly rewarding!' - David Spong, President, Boeing Aerospace Support (retired).

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