

SAVE YEARS ON YOUR JOURNEY — Put Our Experience to Work for You

As BaldrigeCoach works with senior leaders in the area of Performance Excellence, we hear several common concerns. At every stage of the journey, senior leaders want to:

- ◆ Get started more easily and more quickly
- ◆ Accelerate the improvement of processes and results
- ◆ Save time and money
- ◆ Simplify and enhance application preparation
- ◆ Become more productive, efficient and cost-effective
- ◆ Engage their workforce in the process
- ◆ Thrive in today's challenging, competitive environment

Transforming your organization is not an effort you take lightly – and you do not have to do it alone. With over 20 years of experience working with organizations that are using the Baldrige-based Criteria and participating in Quality Award programs, BaldrigeCoach has developed the knowledge, expertise and innovation that streamline the process. Through organizational transformation, best practices, workshops, application preparation support, proprietary techniques and templates, BaldrigeCoach accelerates the rate of improvement.

THE BALDRIGECOACH TRACK RECORD: *16 Baldrige Awards, 35 State Award Recipients*



GLENN W. BODINSON, FACHE

Mr. Bodinson founded BaldrigeCoach in 1989 to help organizations become more productive, profitable, and fun places to work by harnessing the power of performance excellence. Mr. Bodinson's experience includes service as a Malcolm Baldrige National Quality Award Examiner, Texas Quality Award Judge, a Shingo Prize Examiner, Judge for the Robert W. Carey Award and Master Examiner for the AHCA/NCAL Quality Award.



KAY KENDALL

Ms Kendall's experience includes service on the Panel of Judges for the Malcolm Baldrige National Quality Program, following six years as an Examiner and Senior Examiner. She is currently an Alumni for the Program where she trains other examiners. Ms Kendall served as Judge for the California Award for Performance Excellence and continues as a Judge for the Robert W. Carey Award. She serves as a Master Examiner for the AHCA/NCAL Quality Award.



JAN HANEY

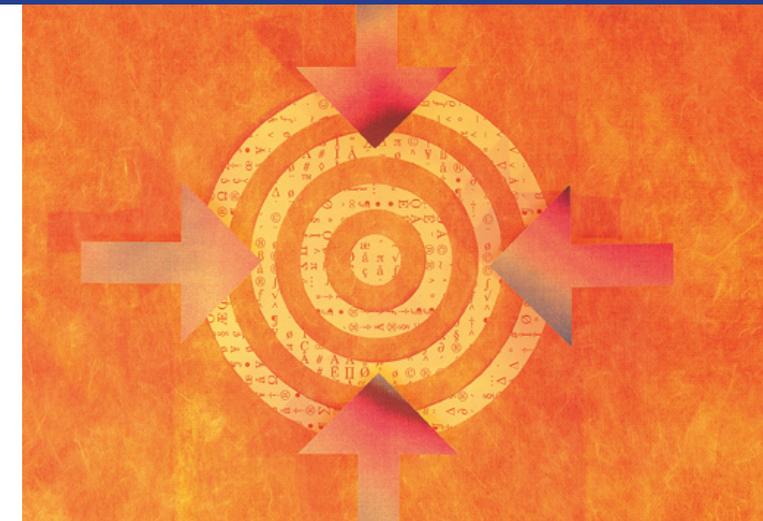
Ms Haney is an Examiner for Quality Texas with extensive experience using the Baldrige Criteria. She has written applications for nine recipients of Baldrige and state awards. She spent over 25 years in the marketing and communications business, developing and implementing award-winning strategies that exceeded client expectations.

BALDRIGECOACH®

Accelerating Excellence™

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TRANSFORMING YOUR ORGANIZATION TO ACHIEVE EXCELLENCE

BALDRIGECOACH®

Accelerating Excellence™

CHECK OUT OUR TRACK RECORD – *It's Unparalleled*

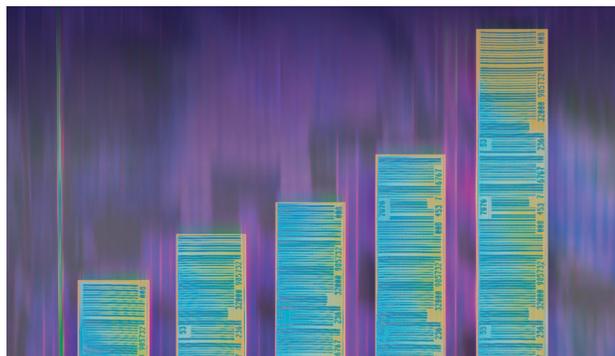
BaldrigeCoach can help you as we have helped other organizations. Our track record in helping clients on the journey to Performance Excellence is unparalleled:

- ◆ 16 Baldrige Award Winners
- ◆ 35 State Award Winners
- ◆ 2 AHCA/NCAL Quality Award Gold Winners
- ◆ 1 Robert W. Carey Performance Excellence Award Winner
- ◆ 550+ Applications Reviewed as Judges and Examiners

TAKE ADVANTAGE OF OUR CORE COMPETENCIES *to Accelerate Your Efforts*

- ◆ Organizational Improvement
- ◆ Cultural Transformation
- ◆ Application Planning and Development
- ◆ Site Visit Preparation
- ◆ Feedback Analysis
- ◆ Knowledge of All Sizes and Sectors
- ◆ Internal Examiner Training
- ◆ Lean Six Sigma

To identify the ways we can support you in your efforts to achieve Performance Excellence, contact BaldrigeCoach today at 972-489-5430 or at glenn@baldrige-coach.com.



WHERE ARE YOU ON YOUR *Performance Excellence Journey?*

BaldrigeCoach accelerates the rate of improvement within organizations from wherever you are in the journey. We help organizations more quickly, easily and effectively achieve organizational improvements, create cultural transformations, build new and better ways to work, and thrive in today's challenging competitive environment.

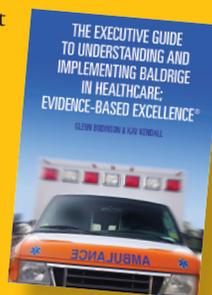
We've earned the reputation for developing and implementing innovative methodologies that help your organization become more productive, efficient and cost-effective by:

- ◆ Facilitating self-assessments
- ◆ Conducting workshops
- ◆ Sharing and applying best practices
- ◆ Improving processes and results
- ◆ Engaging your workforce
- ◆ Simplifying and accelerating the application process
- ◆ Enhancing your potential and improving your readiness for receiving a site visit
- ◆ Leveraging your Feedback Report
- ◆ Closing the gaps to achieve higher levels of performance
- ◆ Saving you time and money

New Approaches, Fresh Ideas

Don't Miss this New Book that Accelerates Improvement to Save You Time and Money!

Two principals of BaldrigeCoach – **Glenn Bodinson** and **Kay Kendall** – have written about a breakthrough approach in *The Executive Guide to Understanding and Implementing Baldrige in Healthcare: Evidence-Based Excellence*.



Order from Amazon.com by title or
ISBN 978-1453817988

WE'RE HERE FOR YOU *Before, During and After Your Application*

Developing and submitting an Application to the National or other Baldrige-based program is important in your journey toward Performance Excellence. The preparations you make before and after submitting an Application are also critical. BaldrigeCoach can support you throughout the cycle as you continually improve your organization.

BaldrigeCoach can simplify and accelerate the Application Development Process, saving you time and money while also improving your score and receiving better feedback. We:

- ◆ Coach senior leaders and the Application team to ensure that Essential Systems are in place, deployed throughout the organization, measured on a regular basis and continuously improved
- ◆ Identify and close gaps in performance using BaldrigeCoach techniques
- ◆ Present scoring guidelines in a way that is easily understood so your application reflects your true accomplishments
- ◆ Provide templates for figures that describe key processes
- ◆ Share our knowledge about ways to prepare a better application
- ◆ Can write the application using your input or review and edit what you have written

Next, we can work with you to prepare for a potential site visit, an important step in helping Examiners find the information they need to provide you with a value-added Feedback Report. Once you have received your Feedback Report, BaldrigeCoach can help you analyze and leverage it to make your organization even better.

BaldrigeCoach supports you as you are delivering ever-improving value to stakeholders, improving organizational effectiveness, and engaging in organizational and personal learning.