

Get certified as
**BALDRIGE
EXAMINER**

2021
10-12
DECEMBER

DIGITAL MODE

Examiner Training for the **MALCOLM BALDRIGE NATIONAL QUALITY AWARD**

0900-1300 hrs | IST

The Confederation of Indian Industry (CII) in partnership with The Foundation for the Malcolm Baldrige National Quality Award is proud to present the Examiner Training for the Malcolm Baldrige National Quality Award

The Baldrige Excellence Framework is recognized internationally as the “gold standard” for assessing performance excellence. While many assessment approaches focus on achieving performance at a minimal acceptable level (compliance) the Baldrige program is focused on achieving Performance Excellence or world class levels of performance that results in every-improving levels of customer satisfaction with your products and services, customer loyalty, employee engagement, competitiveness and financial performance. Baldrige provides three versions of the Criteria – one for businesses and non-profits, one for education, and one for health care. This program will cover all commonalities in the criteria and address the specific requirements for health care and education. Organizations from any sector can participate in this program and gain valuable insights into how to use the Baldrige Framework to enhance their organizations

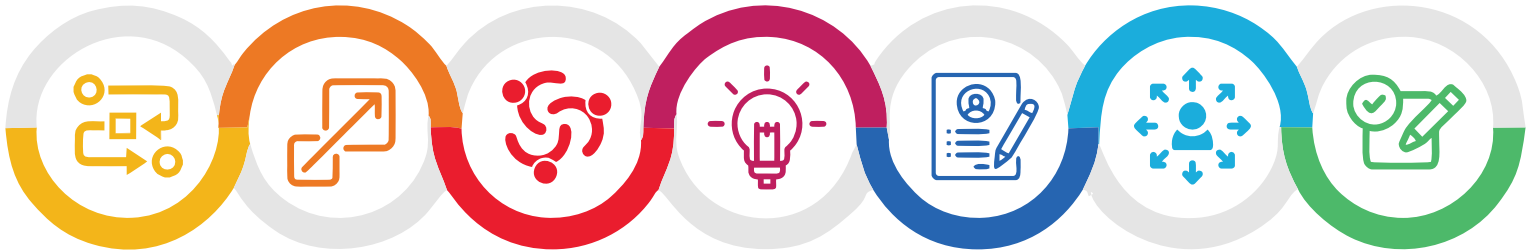
OBJECTIVES

Description of the seven categories of the Framework & how these align & integrate to support performance excellence

An overview of the Baldrige Award Process

How to write meaningful and actionable feedback comments

How to score an organization



An introduction to the Baldrige Excellence Program and Framework

How to effectively assess & analyze an organization against the Baldrige Criteria

How to implement an internal assessment program using the Baldrige Excellence Framework



Jan
Johnson
President and CEO
Jordan Johnson, Inc
MBNQA Master Examiner



Tammy
Dye
Chief Strategy Officer
Jordan Johnson, Inc
MBNQA Master Examiner, Judge

FACULTY PROFILE

This training will be facilitated by Jan Johnson and Tammy Dye. Jan is a Master Examiner for the award program in the US and has been associated with the Baldrige Program since its inception. Tammy is also a Master Examiner and served as a Judge for the Baldrige program for three years. They will share their expertise about the Excellence Framework their experience in coaching 13 Baldrige National Award Recipients

WHO SHOULD ATTEND

- Leadership, Strategy, Customers, Measurement, Analysis & Knowledge Management, Workforce, and Operations Category Experts
- Manufacturing, Service, Health Care, Education, and Nonprofit (including Government) Industry Experts
- Quality and Performance Excellence Experts

KEY BENEFITS

- Joint certification from **CII IQ** and **Baldrige Foundation**
- Get trained directly by **Master Examiners of Malcom Baldrige Award Program**
- In-depth coverage of Baldrige Performance Excellence Framework categories, Scoring and Award process
- Deeper insights from expert Faculties, who have experience in coaching 13 Baldrige National Award Recipients

KEY BENEFITS

INR 32000 + Taxes

10% Discount for 3 or More Delegates from the same organization



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