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The Executive Guide to Understanding and Implementing the Baldrige Criteria: Improve Revenue and Create Organizational Excellence (Asq Quality Management Division Economics of Quality Book Series)

Denis Leonard and Mac McGuire

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This book provides a guide to the Baldrige Criteria for executives or managers new to quality, or to organizations interested in introductory information. National, regional, state, and local quality award organizations will particularly benefit from this book by providing it as a resource to their examiners and to companies wanting to become involved in the Baldrige award process. Companies that have internal quality awards or self-assessments will also find this to be an invaluable resource. The Executive Guide to Understanding and Implementing the Baldrige Criteria can also be used as a guide or reference during training courses such as self-assessment and award application writing workshops, continuing education classes, or colleges and universities with business courses that focus on or discuss the Baldrige Criteria. Portions of this book are based on research from a nationwide Delphi study group assembled for the purpose of evaluating the benefits, considerations, and disadvantages of implementing the Baldrige model. This research effort evaluated the steps involved in adoption and implementing the Baldrige Criteria. So that this book is a complete guide to the Baldrige Criteria, the authors have provided the criteria, outline, and values in appendices for the reader's convenience.

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