

# Senate Productivity and Quality Awards



**SPQA**

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# Objectives

**1**

**Inform**  
What is  
SPQA?  
What does  
it do?

**2**

**Describe**  
Baldrige  
Performance  
Excellence  
Framework

**3**

**Solicit**  
Ways to get  
Involved

# SPQA



**501c(3)**

**Virtual**

**Baldrige Performance  
Excellence Program**

**All Volunteer**

**WORKING**

**MBNQA**

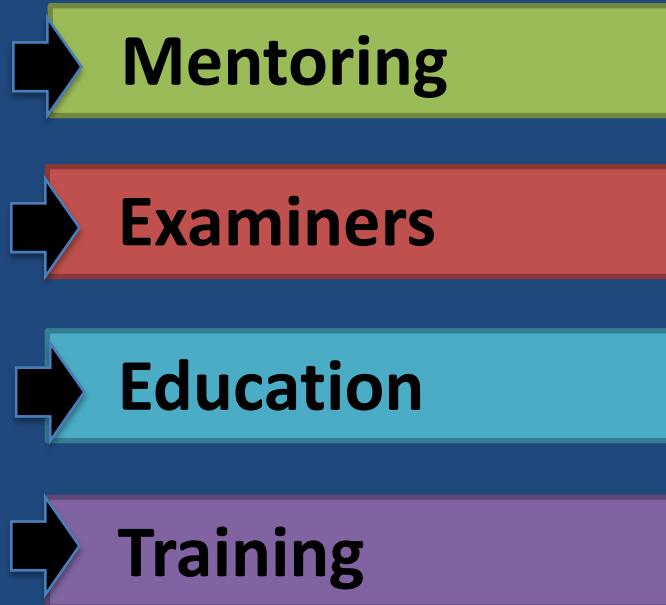
# Performance Excellence



# SPQA Points of Entry & Life Cycle



# SPQA Services



# Baldrige as:

## (1) An Integrated Improvement System

**Organizational Profile**

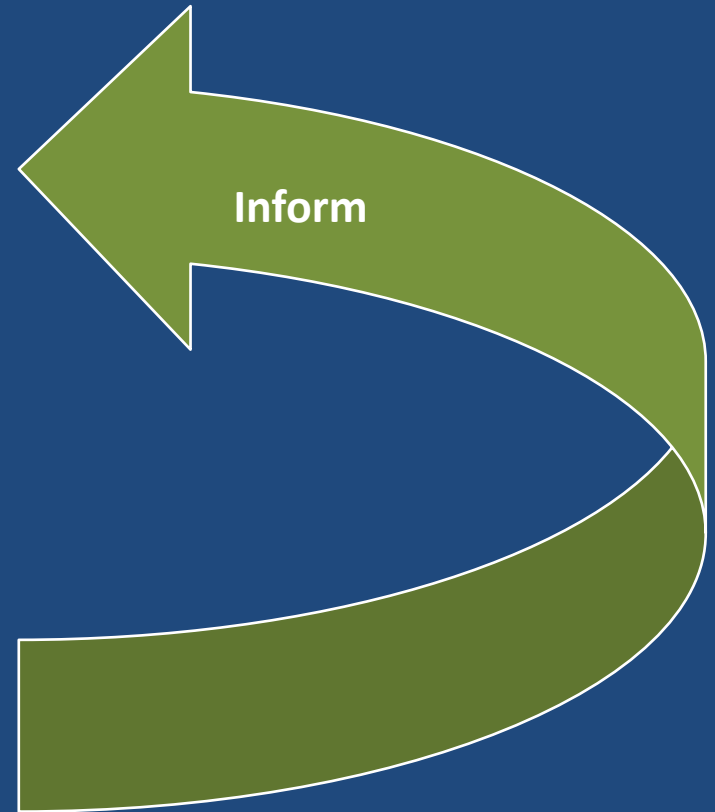
*“What’s important?”*

**Processes**

*“What do we do and  
how do we do it?”*

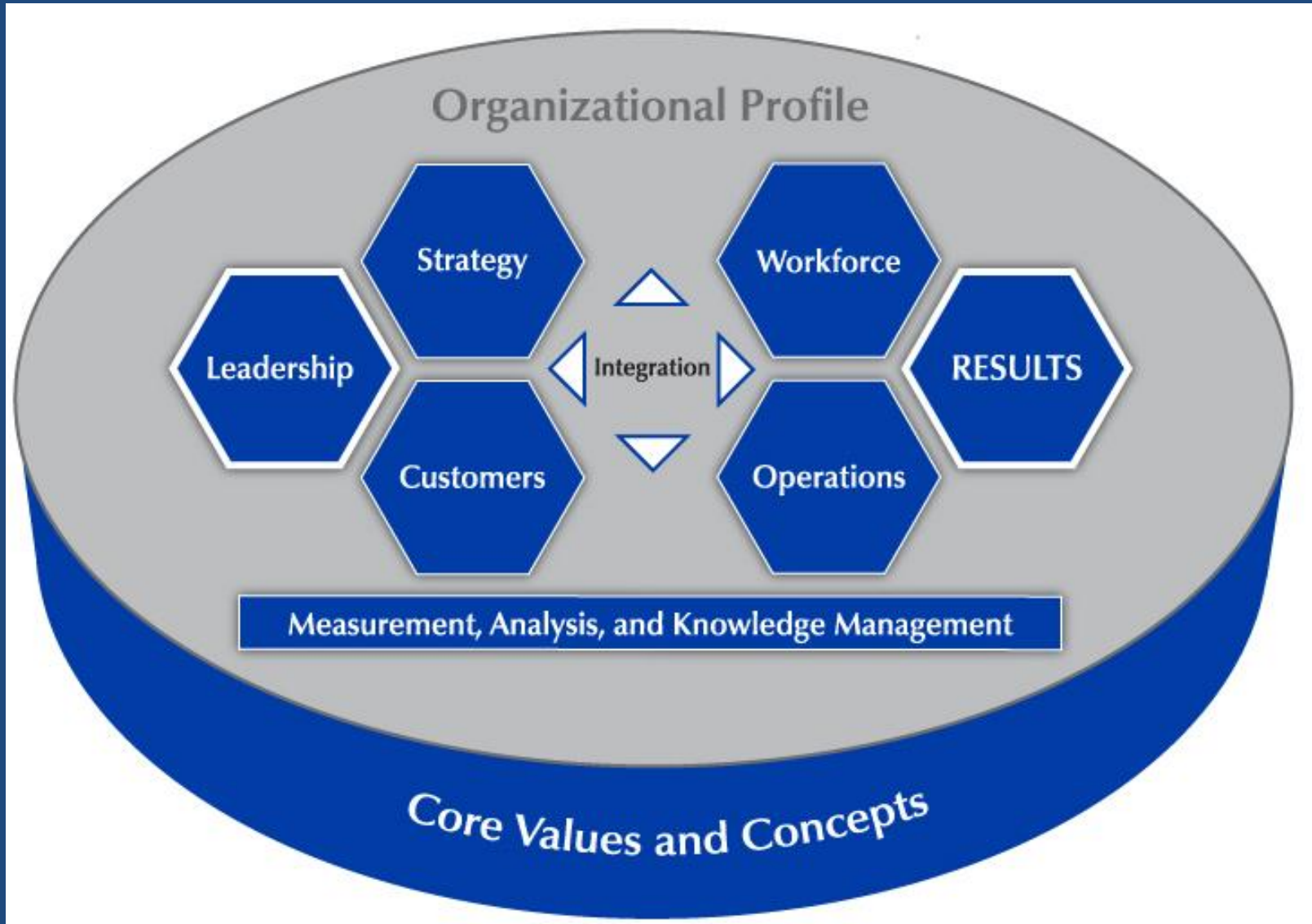
**Results**

*“Were we Successful?”*



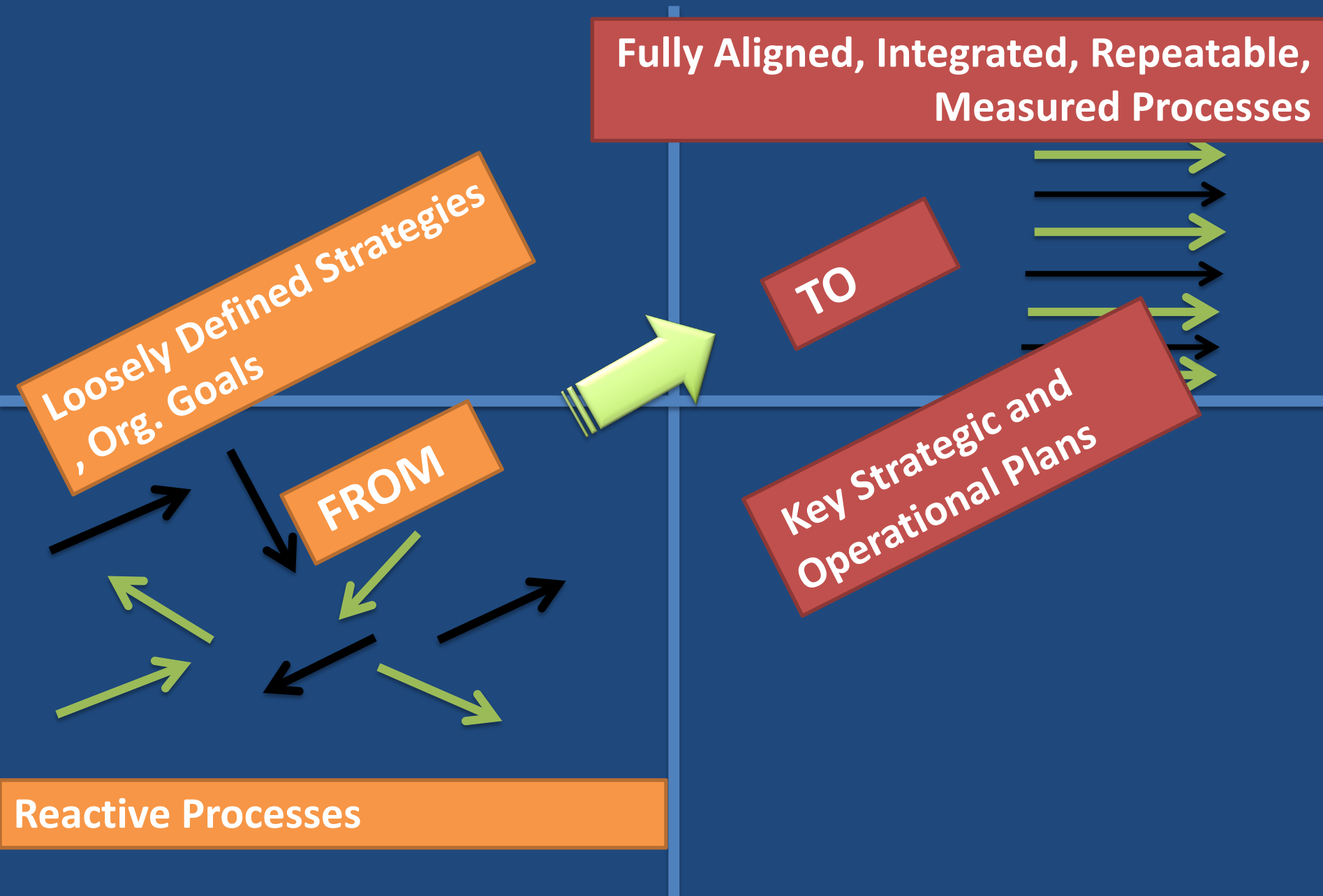
**Baldrige Core Values**

# Baldrige Performance Excellence Framework





# Journey To Excellence



# Baldrige as: (2) Management System

**Change  
initiatives**

**Energize  
improvement**

**Focus on  
common  
goals**

**Competition**

**Align  
resources**

# Value of the Journey

- **STRs & OFIs**
- **Organizational Learning**
- **Measure & Track**
- **Facilities Improvement**
- **Alignment & Integration**
- **Relevant & Updated**



# Marketable Results of Pursuing the Baldrige Journey





**Productivity**

**Market Share**

**Customer Loyalty**

**Worker Relations**

# Get Involved

-  **1** |
  - ✓ Learn
  - ✓ Criteria Training
-  **2** |
  - ✓ Serve
  - ✓ Examiner
-  **3** |
  - ✓ Host
  - ✓ Offer Site
-  **4** |
  - ✓ Educate
  - ✓ Advocate

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