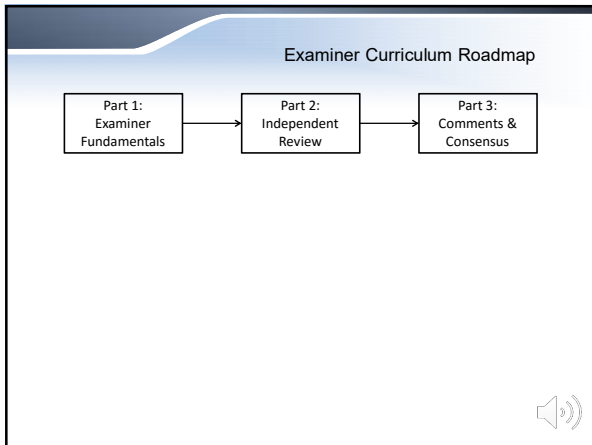


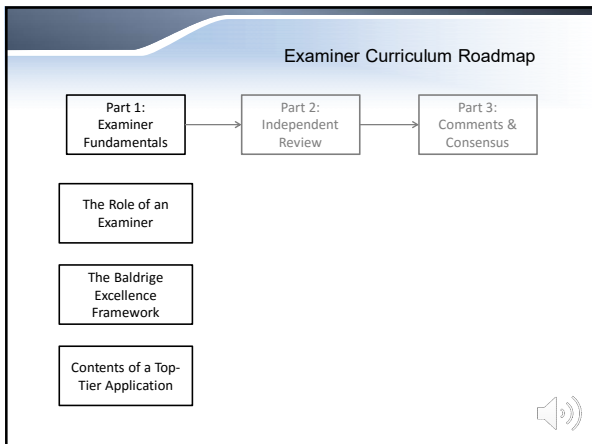


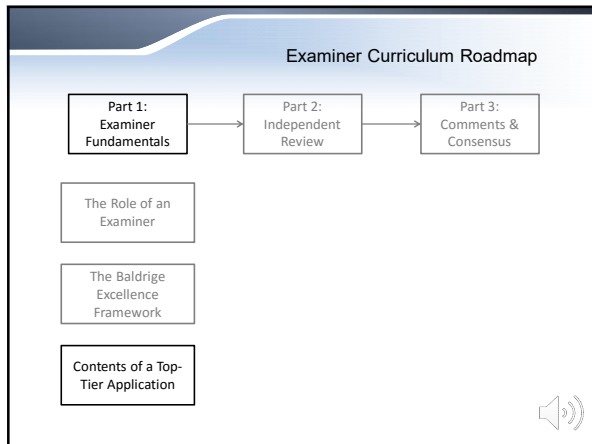
Contents of a Top Tier Application

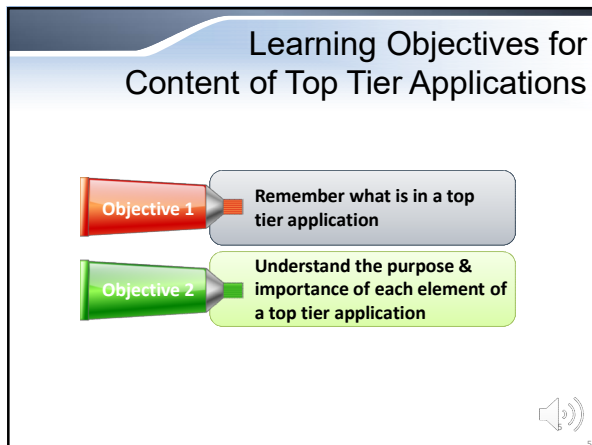
Part 1: Examiner Fundamentals Module 3

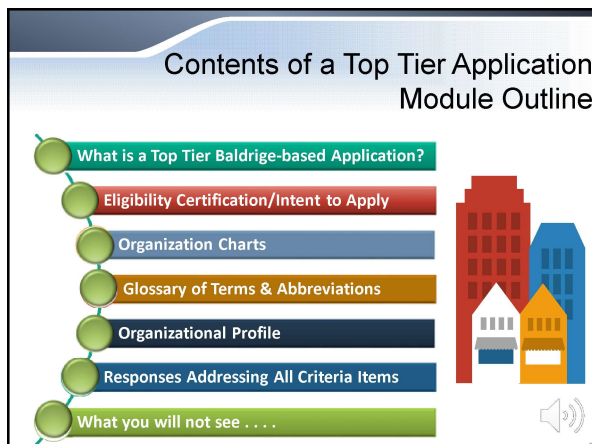
 













What is a Top Tier Baldrige-based Application?




Includes information related to eligibility, organizational structure, and glossary of terms



Written by an organization to get feedback from



- Baldrige National Quality Award
- top tier of Baldrige-based state, regional, or organizational program



A structured response to the questions posed by the Criteria

7

Award Levels

The Baldrige National Quality Award has only one tier of award

Most state and local Baldrige-based programs have several tiers of application and recognition. This module discusses only their top tier, which contains the same information as a Baldrige application.

8

Eligibility Certification/ Intent to Apply



May be called Eligibility Certification or Intent to Apply, or other name



Used by programs to

- Verify eligibility
- Plan for teams and examiner assignments



Later may be used by examiners to


- Understand size and scope of the organization

9

Eligibility Certification Typically Contains

- Highest Ranking Official and Official Contact Person
- Eligibility Determination against program requirements
- Organizational structure (parent, sub-unit, etc.) and size
- Sector (business/non-profit, education, healthcare)
- Site listing, including workforce and relative size
- May also include other organizational facts
- May include commitments organizations are making by virtue of signing the document (integrity, site visit, sharing, etc.)

Refer to Eligibility Certification or Intent to Apply example provided by your program.




10

Organization Chart(s)

Provides names in positions for eventual site visit planning

Depicts organization structure and reporting relationships

- Between parent and subsidiaries, if any
- Between departments and/or employees




11

Glossary of Terms and Abbreviations

Very important to examiners during their evaluation

Includes terms and abbreviations used in the application with brief definitions


- Industry specific terms
- Acronyms









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Glossary Example

Acronym	Definition
ACT	High school achievement and college admissions standardized test
ADA	Americans with Disabilities Act
ALT	Administrative Leadership Team
AP	Advanced Placement



Responses to Organizational Profile and Criteria Items

-  Total of 5 pages to respond to Organizational Profile questions
-  Total of 50 pages to respond to all Item questions
-  Typically in two-column format
-  Should be aligned with and labeled by reference (Category, Item, Area to Address)
-  Categories 1 – 6 are process Categories
-  Category 7 is the results Category




Organizational Profile

Applicant responses to Organizational Profile questions

Factual snapshot of the organization that identifies areas of importance

- Expands on the facts provided in Eligibility Determination
- Sets the context for responses to Categories 1-7

Limited to 5 pages



Responses Addressing All Criteria Items (cont.)

Categories 1 – 6, primarily text with a few tables. Typically also has some graphics to depict key processes

Please refer to the example or Case Study

Category 7, primarily graphs augmented with some tables and explanatory text



Process Response Example

3.1b(2) How do you obtain information on customers' satisfaction with your organization relative to other organizations? How do you obtain information on your customers' satisfaction relative to their satisfaction with your competitors and relative to the satisfaction of customers of other organizations that provide similar products or to industry benchmarks, as appropriate?

Response:

3.1b(2) FitHabits works with the national athletic media that performs comparative analysis of athletic products and services on behalf of their readers. These reviews function like JW Strength reviews, as measuring sticks for relative satisfaction with both the company's brand and its products, as opposed to its competitors and the products and services they provide.



Results Response Example

7.4a(5) What are your results for societal responsibilities and support of key communities? What are your results for key measures or indicators of your fulfillment of your societal responsibilities and support of your key communities?


Response:

Figure 7.4-16 demonstrates how BCS is fulfilling its societal responsibilities and supporting key communities through the Green Team initiatives.


	Electricity Reduction	Gasoline and Diesel	Recycling
	KWH Use	in Fuel Use	Pounds
2009	0%	2%	0
2010	15%	6%	800
2011	16%	9%	1,300
2012	21%	11%	1,600
2013	28%	15%	2,400



What you will not see...




**Should not see (or use)
any references to
applicant websites or
other applicant
information**



Review

Contents of a top tier application provide important information for program and examiners

- ✓ Eligibility determination (may be called something else in your program)
- ✓ Organization Chart(s)
- ✓ Glossary of Terms
- ✓ Response to Organizational Profile questions
- ✓ Response to all Item questions




Assessment: Module Quiz

1

Test your understanding of the concepts of this module by submitting the Part 1 quiz.

2

Ask the facilitator any questions about top tier appli



Module Review:
Content of Top Tier Applications


By completing this module, you should now be able to

Remember what is in a top tier application

1

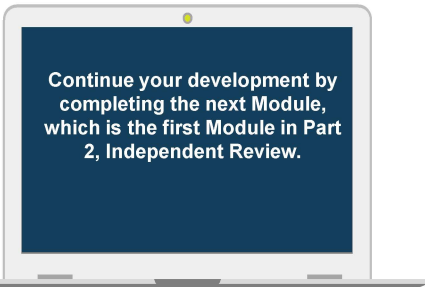
Understand the purpose and importance of each element of a top tier application

2




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Next Steps



Continue your development by completing the next Module, which is the first Module in Part 2, Independent Review.



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