

# Kentucky Center for Performance Excellence

*“Today’s Environment Demands Excellence”*

Welcome to KYCPE’s Newsletter

4<sup>th</sup> Quarter 2010

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## KYCPE: A Look Behind – A look Ahead

2010 a good year? Unemployment at cyclical highs, housing construction and pricing at depressing lows and the economy struggling to gain traction to extract itself from the “short” recession we have had to live with for the last few years. There is a brighter side; we have been forced as an economy to cut back, reexamine what is absolutely necessary and redeploy assets to the areas that make the biggest difference in the performance of our businesses, to satisfy the most important and critical of our personal needs.

This is an opportunity for quality practices – using and improving those processes and capabilities the organization possesses that enhance the satisfaction of the customer and discarding those processes and capabilities that do not generate value for the customer. In this economy an organization cannot afford to fund processes that the customer does not value. Sometimes these processes can be hard to identify, shrouded in the history of the organization, masked by the “we have always done it this way” cloak of inefficiency. This is an opportunity for the perspective of the Baldrige process to provide an organization or part of an organization to assess what they do in relation to how it satisfies the customer and if the processes in place help to exploit the resources used to create satisfaction.

In 2010 KYCPE introduced the “Baldrige Express” a quick assessment of an organization that compares attitudes and operating practices with a large population of benchmark organizations – allowing organizations to identify where their resources can be deployed to have a better contribution to the goals of the organization.

In 2010 KYCPE began a partnership with the education system of the Commonwealth to communicate how the best practices of education systems can be identified, supported and customized for the school districts of the Commonwealth.

In 2010 we continued to identify, recognize and reward those organizations with a commitment to superior quality processes, and hold them and their processes as models for the potential for businesses in the Commonwealth.

### **Vision:**

Our vision is for all Kentucky organizations to be recognized for world-class performance. The purpose at KYCPE is not to give an award, but rather to provide a service to organizations - large and small; to provide a framework for the continuous improvement of the quality of Kentucky's goods and services.

In 2010 we continued to provide speakers and seminars for business managers to learn about superior quality practices and processes while sharing their own experiences with other business executives.

In 2010 we continued to communicate the advantages of having business processes evaluated to demonstrate the potential that can be realized when organizations open themselves to different ways of thinking about how to get their work done.

In 2010 we have worked hard as an all volunteer, non-profit organization to provide our member companies with a competent, timely resource that can help them reach their objectives.

And what does 2011 have in store? Well more of the same. We anticipate more involvement with the education system of the Commonwealth, at the K-12 level and beyond. We anticipate ongoing support for our past quality award recipients and look forward to helping them achieve the next level of performance and recognition for getting it done right. We anticipate training more examiners to be able to identify and recognize great processes. We anticipate providing more opportunities to spread the benefits of using the Baldrige Process and Framework to help organizations realize their potential and reach their goals. We anticipate KYCPE growing – in the number of member organizations, in the number of volunteers involved, in the number of applications evaluated and the number of awards earned.

Our economy has forced us to focus on the things that matter, history has shown us that quality matters and that by being the best, we can secure our future and control our destiny. The Baldrige Framework is a tool to help maintain the control that can be so elusive in a dynamic economy like ours and KYCPE is here to help you master this tool. We look forward to working with you in 2011.

### **Quality in Education: Beginning A Baldrige Approach**

The new (relatively) commissioner of education has a history of using quality control methodology to improve the delivery of education in the public school system, in particular the Baldrige approach. While superintendent of the Iredell-Statesville School District (ISS) in North Carolina he led that district from being one of the worst performing school districts in the state to one of the best in categories like graduation rate, SAT scores, 3-8 reading, 3-8 math, and attendance. In the process of making these improvements the ISS won a National Baldrige Quality Award in the education category. The history of the evolution of the ISS performance change is chronicled in the book **Running All the Red Lights** by Terry Holliday and Brenda Clark (ASQ Quality Press, Milwaukee, Wisconsin, 2010). He is expected to have a similar impact on the education system here in Kentucky and one way to get there is by focusing on the factors of quality performance in the framework. This proven methodology has been introduced to the education system of Kentucky and a number of school districts have begun the journey to process improvement by having examiners trained in December 2010 to bring this knowledge back to their school districts to help drive better decisions and create more efficient and effective processes.

KYCPE is proud to partner with the Department of Education in helping to provide training and advice to school districts on the Baldrige Framework for the benefit of the citizens of the Commonwealth. For additional information see the related recap of the 2010 Awards Conference below.

Education is just one adaptation of the Baldrige Framework and its value to commerce in the Commonwealth; the Health Care, Manufacturing and Service category's of the assessment process identify how these businesses can make process improvements that will impact their bottom line and improve the satisfaction of their customers. One of the best ways to introduce your organization to the benefits that can be realized through focusing on quality and being more efficient and effective at satisfying your customer is to have a trained examiner in your organization. For more information on examiner training see the information on the KYCPE website; [www.kycpe.org](http://www.kycpe.org) or contact Steve Zocklein email: [szocklein@humana.com](mailto:szocklein@humana.com)

## Upcoming Conferences

# The 23rd Annual Quest for Excellence® Conference

The Official Conference of the Baldrige Award

## [Registration Now Open](#)

**April 4-6, 2011**

Pre-conference workshops Sunday, April 3

Marriott Wardman Park Hotel

Washington, DC

Quest is the leading conference to learn the real-world, proven role model practices of [Baldrige Award recipients](#). Attend and learn how to:

- improve your organization's performance results, including student learning results and health care outcomes
- enhance leadership effectiveness
- build customer and employee engagement
- increase organizational innovation to gain and sustain competitive advantages
- improve process management
- create an environment that fosters social responsibility and ethical behavior
- increase organizational sustainability

The [2010 Baldrige Award recipients](#) will share best performance practices, their journeys to performance excellence, and lessons learned. The conference will also showcase former Baldrige recipients presenting on special topics of interest.

## **2011 Baldrige Regional Conferences**

The 2011 Baldrige Regional Conferences will be held in Missouri and Alabama in the Fall of 2011. Dates and locations will be announced in late 2010 or early 2011.

Conference registration will open in June, 2011.