

The following is a sampling of the testimonials we received from our customers. Call us today to become one of our valued customers, too!

[Aegis Sciences Corporation, TN - Testimonial](#)

*"Medical Associates Health Centers has made the decision to pursue the Wisconsin Forward Award and then on to the National Malcolm Baldrige Award. To monitor our progress with this important strategic initiative, we needed to establish a baseline as to where we are now. The Baldrige Express provided us with an excellent tool to do just that.*

*I especially liked the fact that the NCPE team monitored completion of the online survey and continuously sent out email reminders to the employees that had not completed the survey to date. This eliminated the need for me to do this follow-up, which was great.*

*The results were sent electronically in an easy-to-interpret format and have given our organization much insight as to what we can work on immediately to begin our journey towards improvement."*

**Tolly Arthur**  
**Medical Associates Health Centers, Wisconsin**

*"The Baxter Quality Award Office, a function of Baxter Healthcare Corp., has been working with the National Council for Performance Excellence for the past three years. We have found NCPE to be very customer-focused and professional in every job they have completed for us. They are always concerned with the quality of work performed, as well as doing whatever is necessary to meet our timelines. The few issues we have had were quickly and satisfactorily resolved.*

*It is a pleasure to work with everyone at the National Council for Performance Excellence, and we would highly recommend them as a business partner."*

**Kathy Bonner**  
**Quality Director, Baxter Healthcare**

*"Express assessment was a great snapshot. It helped us identify next steps for quality improvement. The online survey is great for staff that needs flexibility."*

**Linda Angel**  
**Strategic Planner, Central Texas Workforce Board**

*"Since 2000, The Minnesota Council for Quality has been using NCPE's Baldrige-based survey tools. We know there are several survey tools in the market, and many of them are quite good. But we have found NCPE's to be one of the most valid and accurate survey tools available today, providing a nice, reliable proxy for a full narrative assessment. In fact, when used with a site visit, our program now allows NCPE's survey for Minnesota Quality Award eligibility.*

*Typically, our customers begin with a NCPE survey a year or two in advance of a narrative, and some customers are considering alternating between survey and narrative every other year. Organizations find the survey as a nice "short-cut" approach that saves significant time and resources, but still provides valuable feedback. In addition, the survey oftentimes allows organizations to broaden employee input into the assessment process, getting more perspectives outside of a few organizational leaders. In this way, the survey really gives the organization a nice handle on deployment issues without always having to rely on site visits.*

*We have been happy with the quality of the survey and with NCPE's service, and we intend to continue to offer the tool as a recommended option in our portfolio of assessment approaches."*

**Brian Lassiter**  
**President, Minnesota Council for Quality**

*"We have used the Baldrige Express Assessment not only as a benchmark instrument for the Vermont Office of Child Support from year to year, but also as an invaluable tool to help guide us in our Strategic Planning initiatives. Through our use of the Baldrige Express Assessment, other state agencies are beginning to see the value of this tool in a non-profit, government setting."*

**Austin Martin-Anderson**  
**Administrator, Vermont Office of Child Support**

*"Because the Organizational Self-Assessment is online, everyone could participate, it was important for us to find a tool that would be flexible."*

**Quality Director**

*"The entire process only took weeks to accomplish. The assessment tool was a great learning experience. It exposed the entire organization to the behaviors of world class companies and helped align our employees on what the right things to focus on were."*

**Director of Operations**