# Minutes

# Meeting of the Judges Panel of the Malcolm Baldrige National Quality Award

### Baldrige Performance Excellence Program ● National Institute of Standards and Technology August 19, 2020 ● via videoconference

### Attendees

*Judges:* Allison Carter, Glenn Crotty, Kevin Johnson, Amy Katschman, Christopher Laxton, Kevin McManus, Brigitta Mueller, Bruce Requa, Patricia Skriba, JoAnn Sternke, Meridith Wentz, Gary Wilson

*NIST:* Dawn Bailey, Rebecca Bayless, Robert Fangmeyer, Barbara Fischer, Ellen Garshick, Robert Hunt, Darren Lowe, Robyn Verner

## Welcome and Introductions

Allison Carter, chair of the Judges Panel, called the meeting to order at 10:30 a.m. She and Baldrige Program Director Robert Fangmeyer welcomed the judges and NIST staff. Fangmeyer thanked the judges for giving their time and expertise to the process.

The judges reviewed and unanimously approved the minutes from their meeting on June 10, 2020.

Rebecca Bayless reviewed the objective for the meeting: to select Baldrige Award applicants that will receive a site visit for clarification and verification of information, making sure not to exclude any potential award recipients. She presented historical data on the award process.

Bayless oriented the panel to the Judges’ Applicant Book, which contained blinded Independent and Consensus Review scoring profiles for the 2020 award applicants, as well as the composition of examiner teams. She also reviewed the process for voting on applicants to receive site visits.

The judges then independently reviewed the Judges’ Applicant Book. They then discussed the scoring profiles, and, by majority vote, selected 9 of 20 applicants to receive site visits: 3 of 11 health care applicants, 4 of 6 nonprofit applicants, 2 of 2 small business applicants, and 0 of 1 education applicant.

Robert Hunt shared the names of the selected applicants and any known conflicts of interest based on data held by the program. Hunt then asked the judges to review limited information on the selected applicants and their leadership and to disclose any potential real or perceived conflicts of interest between individual judges and those applicants. He reminded the panel that any judge with a real or perceived conflict of interest with an applicant will not have access to information or participate in discussions on that applicant, including deliberations on whether to recommend the applicant for the Baldrige Award.

Hunt reviewed the roles and responsibilities of the judges before, during, and after their November 9–13, 2020, meeting; the process judges will follow in determining which applicants to recommend as recipients; and the timeline and deadlines for milestones until the meeting.

Judges Patricia Skriba and Brigitta Mueller, with contributions from Judges Glenn Crotty and Kevin Johnson, presented key issues and metrics of current relevance for determining excellence in health care.

Hunt reminded the judges that, after surveying 2020 applicants and examiners on their needs and preferences, the program had decided to conduct site visits virtually in 2020. He reviewed the program’s research, benchmarking, and design efforts to ensure that the site visits would provide the judges with the information they need to recommend Baldrige Award recipients to the NIST director. He also described adaptations made in technology, file sharing, the timeline, and other aspects of the site visit process.

Carter asked the judges to share strengths and opportunities for improvement for the meeting. The judges agreed that the meeting had achieved its goal and made minor suggestions for future improvements.

The meeting was adjourned at 3:40 p.m.

I hereby certify that, to the best of my knowledge, the foregoing minutes are accurate and complete.

S. Allison Carter

Chair

Judges Panel

X/X/2020

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S. Allison Carter, Chair Date