# Minutes

# Judges Panel of the Malcolm Baldrige National Quality Award

## Baldrige Performance Excellence Program

**National Institute of Standards and Technology**

**November 8–12, 2021 • Via Webex**

## Attending

**Judges:**Patricia Skriba, Keith Everett, Cary Hill, Kevin Johnson, Lynda Johnson, Amy Katschman, Christopher Laxton, Brigitta Mueller, Amy Pugh, Bruce Requa, Meridith Wentz, Gary Wilson

**NIST**: Jamie Ambrosi, Dawn Bailey, Rebecca Bayless, Jacqueline Deschamps, Mary Eastman, Robert Fangmeyer, Robert Hunt, Scott Kurtz, Darren Lowe, Michelle Pena, Christine Schaefer, Robyn Verner, Kelly Welsh

# Robert Fangmeyer, director of the Baldrige Program, and Patricia Skriba, chair of the Judges Panel, welcomed the judges. Skriba recounted the Congressional purpose of the Baldrige Program. She reminded the judges that today was about judging not examining. Today, judges are selecting recipients and highlighting things with the team leader that will give a better feedback report to organizations.

She summarized some points to keep in mind for the meeting:

1. Don’t forget the lens of role model.
2. All recipients have OFIs. Judges are not trying to find perfect organizations.
3. Not all scoring discussions are germane to judges making a decision. The question is whether a scoring discussion will help judges make a better decision, or whether the discussion is better for the lead judge, team lead, and NIST monitor to have.

# The minutes of the August 25 meeting were approved unanimously.

Robert Hunt reviewed the judging process, including procedures for judges having conflicts of interest with any of the applicants under discussion, and voting procedures. Hunt, Fangmeyer, and the judges responded to clarifying questions from other judges. Hunt then reviewed the number and distribution of applicants and the makeup of site visit teams deployed for the 2021 award process.

## Recommendations for the Malcolm Baldrige National Quality Award

* 1 service organization
* 1 nonprofit organization
* 1 education organization

In addition, one health care organization was recommended for a category best practice in leadership.

Fangmeyer thanked the judges for their work and dedication, particularly those departing judges Skriba, Christopher Laxton, and Brigitta Mueller.

The meeting was adjourned at 3:45 p.m., November 12, 2021.

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

Patricia Skriba

Chair

Judges Panel

January 10, 2022

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Patricia Skriba, Chair Date