



## Baldrige Executive Fellows Program - Benefits and Outcomes

**Program Purpose:** An Executive Development Program centered on forming relationships with and learning from Baldrige Award recipients and their senior executives.

### In Their Own Words (Quotes from Previous Fellows)

*I think the Baldrige Executive Fellows was a great program. We're just wrapping up a twelve-month journey, and for me, the level of passion, enthusiasm, and excitement that the companies we visited had on display was second to none. The capstone project really forced me to take a look at some of our underlying processes and dig underneath the surface and say: you know, what's good today could be better tomorrow. We've got a term called being constructively dissatisfied at UPS and I think that's a little bit of what Baldrige is all about.*

*-Brad Mitchell, President of Global Logistics and Distribution, UPS*

*Working with the award recipients you get to see what they did in real life, you get to talk to them, you get to see what steps they made, what missteps they made. They're very open to share that. I was very pleased to be able to ask them very direct questions and to take their learnings and apply it back in my organization*

*-John McCarville, Senior Vice President, Global Supply Chain & IT, Griffith Laboratories*

*I highly recommend the Baldrige Executive Fellows Program. It's a great opportunity to learn about Baldrige, and it's a great opportunity to network with executives from other industries. What I've learned is invaluable and I know it will have a lasting impact on all those who participate.*

*-John Smith, Global Sourcing and Supply Chain Director, Thermosets, Dow Chemical Company*

### Benefits for Sponsoring Organizations

- Participants will learn and share best practices and problem-solving solutions developed in face-to-face meetings at Award recipient sites and with other CEOs and executives
- Participants can achieve results-driven learning on how to improve your organization's product, customer-focused, financial and market, workforce-focused, process effectiveness, and leadership outcomes
- A renewed focus on strategy and implementation through the lens of corporate sustainability
- Opportunity to build the wisdom, skills, and confidence necessary to lead your organization through complex challenges, as well as learn concepts that increase the ability to be an effective executive
- A focus on organizational and personal performance excellence

### Benefits for Participants

- The prestige of participating in the only official executive development program of the Malcolm Baldrige National Quality Award, the nation's highest Presidential honor for performance excellence
- Accelerated leadership development and in-depth learning from world-class organizations and their senior executives
- Relationships with other executives that will benefit participants now and into the future
- Knowledge of the Baldrige framework and Criteria for Performance Excellence and the impact of systems thinking on organizations
- Personal visits with role-model organizations and their senior executives to explore performance excellence first hand
- A deeper understanding of leadership; strategic planning; sustainability; core competencies; customer engagement; employee engagement; integration of processes, plans, resources, and goals; and measuring the right things