



Baldrige ExaminerTM Training

Logistics Book

organizational profile
leadership
strategy
customers
measurement, analysis, and
knowledge management
workforce
operations
results



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WELCOME

Welcome to the 2016 Baldrige Examiner Preparation course. We encourage each of you to take advantage of the incredible opportunity offered to you through Baldrige examiner training to learn from and network with the nation's foremost performance-excellence professionals.

As a Baldrige examiner, you provide a valuable service to your country by using your expertise to improve the performance of U.S. organizations and help identify national role models. Members of the Baldrige Program's all-volunteer Board of Examiners give time and talent to improve U.S. competitiveness and generate over \$24 billion in social and economic benefit to the nation. Your service will make a difference.

Each Baldrige Examiner Training Experience participant will learn the same methods and techniques used by examiners and network directly with the examiners and Baldrige staff members throughout the training week. The information that you take back to your organizations will enhance your performance improvement efforts.

This document is designed to help you with travel, lodging, and other logistical aspects of Baldrige examiner training. Familiarizing yourself with its contents will answer most of your questions concerning what to expect before and during examiner training.

PROOF OF U.S. CITIZENSHIP OR PERMANENT RESIDENCY

PLEASE NOTE: Effective July 21, 2014, under the REAL ID Act of 2005, agencies, including NIST, can only accept a state-issued driver's license or identification card for access to federal facilities if issued by states that are REAL ID-compliant or have an extension.

NIST currently accepts other forms of federally issued identification in lieu of a state-issued driver's license, such as a valid passport, passport card, DOD Common Access Card (CAC), Veterans ID, Federal Agency HSPD-12 IDs, Military Dependents ID, Transportation Workers Identification Credential (TWIC), and TSA Trusted Traveler ID.

To learn more about the REAL ID Act and to determine if your state or territory is compliant, visit the Department of Homeland Security's REAL ID Frequently Asked Questions web page at <http://www.dhs.gov/real-id-public-faqs/>.

To be a member of the Baldrige Program's all-volunteer Board of Examiners, you must be a citizen of the United States or a permanent resident of the United States or its territories. If you served on the Board of Examiners in 2011 or later, you do not need to present proof of U.S. citizenship or residency again.

If you did not serve on the Board of Examiners in 2011 or later, you will need to present one of the following documents to verify your U.S. citizenship or permanent residency:

- U.S. Passport
- Certified Birth Certificate Issued by the City, County, or State
- Consular Report of Birth Abroad or Certification of Birth
- Naturalization Certificate
- Certificate of Citizenship
- Permanent Resident Card

Should you have any questions, send an email to examinerlogistics@nist.gov.

CHECKLIST TO PREPARE FOR TRAINING

- Read this document thoroughly!
- Make airline and hotel reservations (if necessary). The hotel location is as follows:

Hilton Garden Inn and Homewood Suites
14975 Shady Grove Road
Rockville, MD 20850
Hilton Garden Inn (240) 507-1800 or (888) 472-1096
Homewood Suites (240) 507-1900 or (888)472-1097

- Use the guidelines from your examiner selection notification to select your training week preferences. You will then receive an email from the Baldrige Program office (examinerlogistics@nist.gov) confirming your selected training week.
- After you have received the confirmation email, if you are planning to stay at **the Hilton Garden Inn and Homewood Suites** (the hotel), please call the hotel by 12 midnight EDT by the date listed on page 10, to make your reservation using your credit card. Provide the name of the event (Baldrige Training) to the hotel **and have your check-in/check-out dates available** (see page 11).

Please contact the hotel directly if you have any changes or wish to cancel your reservation:

Hilton Garden Inn (240) 507-1800
Homewood Suites (240) 507-1900

- Make arrangements for ground transportation from the airport to the hotel.
- Schedule adequate time to complete your prework assignments, including review of e-learning modules and partial completion of an Independent Review Scorebook (40–60 hours). **For questions related to the prework assignment**, please send an email to examtrng@nist.gov or call (877) 237-9064 (**select option 2 in the automated voicemail system**).
- Print out and bring this **logistics information document** to assist you in traveling to and during training.

TRAINING LOCATION AND SCHEDULE

ACCESS TO THE NIST CAMPUS

Training classes will be held at the National Institute of Standards and Technology (NIST), 100 Bureau Drive, Gaithersburg, Maryland 20899. Transportation will be provided between the hotel and NIST during training. For those driving to training, NIST has free on-site parking—be prepared to present a photo ID and vehicle registration at the NIST Visitor Center. All staff and visitors are required to wear a NIST-supplied badge at all times while on campus. This badge will be provided to you on the morning of your first training day, and you may be requested to show photo identification while on the NIST grounds.

DRESS AND AVERAGE TEMPERATURES

Casual business dress is appropriate for all examiner training events, including the Wednesday Baldrige Director's Reception. Although the average temperature for the Washington, D.C., metropolitan area in May is 63° F, temperatures can vary between 50° F and 90° F. The area also can get a lot of rain during May. In addition, the temperature of the training classrooms can vary, so layered clothing is appropriate. Many examiner training participants bring sweaters or light jackets to class.

REGISTRATION

Attendees of Senior Examiner Training and New Examiner Orientation will register for training in the hotel lobby on Tuesday morning from 7:15 a.m.–7:45 a.m. Examiner training participants living in Washington, D.C.; Maryland; and Virginia or not staying at the hotel may register at the NIST Visitors Center on Tuesday morning from 8:00 a.m.–8:30 a.m.

Examiners attending only the Examiner Preparation course will register for training in the hotel lobby on Wednesday morning from 7:15 a.m.–7:45 a.m. Examiner training participants living in Washington, D.C.; Maryland; and Virginia or not staying at the hotel may register at the NIST Visitors Center on Wednesday morning from 8:00 a.m.–8:30 a.m.

ALL PARTICIPANTS IN THE EXAMINER TRAINING COURSE MUST PRESENT A GOVERNMENT-ISSUED PICTURE IDENTIFICATION. BALDRIGE EXAMINERS WHO HAVE NOT PREVIOUSLY DONE SO MUST ALSO PRESENT PROOF OF U.S. CITIZENSHIP. SEE PAGE 3 FOR A LIST OF THE ACCEPTABLE CITIZENSHIP/RESIDENCY DOCUMENTS.

ATTENDANCE AND CLASS TIMES

Classes will start at 8:30 a.m. on Tuesday through Friday. On the first day of class, Examiner Training participants who are driving to NIST should allow an extra 30 minutes to go through the NIST security process. Examiners are expected to print out and bring copies of their prework assignments as outlined in the prework assignment email. Attendance is mandatory for all days of examiner training. Please plan to arrive at training on time each day and to remain for the full day, including Friday (classes end at approximately 5:00 p.m. on Tuesday, Wednesday, and Thursday, and at 1:30 p.m. on Friday). Examiners who do not stay through the end of training will not receive a certificate and will not be considered a member of the 2016 Board of Examiners.

USE OF ELECTRONIC DEVICES

The use of laptops and other electronic devices during class is discouraged. Examiner training participants will not have Internet access in the classroom. **NIST cannot be held responsible for stolen or damaged personal equipment.**

SPECIAL ACCOMMODATIONS

Training rooms are located throughout the NIST Administration Building—some at a considerable distance from the main parking lot and bus drop-off location at the Administration Building. If you require special accommodations to reach these training rooms and did not note this when selecting your training week, please send an email to examinerlogistics@nist.gov.

TRAINING WEEK CHANGES OR CANCELLATIONS

Inform the Baldrige office of a change or cancellation needed as soon as possible via the following email address: examinerlogistics@nist.gov.

EMERGENCY CONTACT INFORMATION FOR PARTICIPANTS DURING TRAINING HOURS

Persons who need to contact you for an urgent reason during the training day may call the **Examiner Help Center at (877) 237-9064 (select option 1)**. A Baldrige staff member will deliver a message to you in your training room.

MEALS

NIST will provide lunch on Tuesday, Wednesday, Thursday, and Friday during training.

BREAKFAST

A complimentary hot breakfast will be available at the hotel from 6:30 a.m. to 7:30 a.m. The Baldrige Program will not provide breakfast at NIST.

LUNCH AND SNACKS

Lunches will be available at NIST on Tuesday, Wednesday, and Thursday. On Tuesday and Friday, a boxed lunch will be provided. Light snacks will be provided during all days of training.

TUESDAY NIGHT NO-HOST DINNER

Interested examiner training participants may meet in the lobby of the hotel to form dinner parties. Check with the hotel for information on local restaurants.

A complimentary reception with light hors d'oeuvres, wine, and beer will be held on Tuesday and Thursday evenings in the hotel lobby from 5:30 p.m. – 7:30 p.m. A jazz band will perform each Thursday evening.

WEDNESDAY NIGHT BALDRIGE DIRECTOR'S RECEPTION

All examiner training participants are invited to attend a Baldrige Director's Reception at the Hilton Garden Inn and Homewood Suites on Wednesday night during which time Mr. Robert Fangmeyer, director of the Baldrige Performance Excellence Program, will share changes to and other current information on the Baldrige Program. Attendance at this reception is limited to Baldrige Examiner Preparation course participants and Baldrige staff members.

TRANSPORTATION

GENERAL INFORMATION

From the Airports to the Hotel

2016 Baldrige Examiner Preparation course participants are expected to make arrangements and pay for their own transportation to the hotel. Information on traveling from the airports to the **Hilton Garden Inn and Homewood Suites** begins on page 12.

To Class

NIST buses will pick up Baldrige Examiner Preparation course participants at the hotel starting at 7:45 a.m. each morning. NIST buses also will return Baldrige Examiner Preparation course participants to the hotel at the end of each training day.

After Training on Friday

Complimentary shuttle service will be provided to the hotel, the three area airports, and the Shady Grove Metro Station (Metro is the subway system servicing the Washington, D.C., metropolitan area) immediately after training on Friday afternoon. Transportation is reserved only for members of the Baldrige Program's Board of Examiners and other training participants.

Friday Flight Reservations

Examiner training will end at 1:30 p.m. on Friday afternoon. Plan to leave NIST at 1:30 p.m. on Friday and, if flying, **schedule your flights to depart no earlier than 4:30 p.m. (EDT).**

COMMERCIAL TRANSPORTATION SERVICES

Disclaimer: The following commercial businesses have no official relationship with NIST or the Baldrige Program. We provide this information as a convenience to NIST visitors and conference attendees. NIST and the Baldrige Program do not endorse or guarantee the quality or services provided by these businesses.

Taxi Services

Action Taxi: (301) 840-1000
Barwood Cab: (301) 984-1900
Regency Taxi: (301) 990-9000

Limousine Service (provides transportation to Dulles, Reagan National, and BWI Airports)

Federal Airport Shuttle: (866) 721-2929 or (301) 528-2929 or go to
<http://federalairportshuttle.net/default.asp/>.

Roadmaster Transportation: (301) 881-7200 or (800) 283-5634 or go to
<http://www.roadmastertransportation.com/>.

Corporate Chauffeured Services: (800) 637-9874 or (301) 637-9268 or go to
<http://www.ccslimodc.com/>.

Car Rental

Avis Rent A Car
701 Russell Avenue
Gaithersburg, MD 20877
(240) 683-8954

2 Montgomery Village Ave.
Gaithersburg, MD 20879
(301) 670-6272

Enterprise Rent A Car
16127 Shady Grove Rd.
Gaithersburg, MD 20877
(301) 208-7315 Enterprise Rent A Car

Hertz Rent A Car
408 N. Frederick Ave.
Gaithersburg, MD 20877
(301) 926-1132

HOTEL ACCOMMODATIONS

LODGING GUIDELINES

You must wait to receive an email from our office confirming your scheduled training dates before making your hotel reservation. Rooms are being held for Baldrige Examiner Preparation course participants at the **Hilton Garden Inn and Homewood Suites**. Detailed information for making hotel reservations follows, beginning on this page.

Examiner training participants may choose to stay at a different hotel or to commute daily. If staying at a hotel other than the **Hilton Garden Inn and Homewood Suites**, examiner training participants must ensure that they arrive to their class on time each day. Please note that the group room rate is available for rooms at the **Hilton Garden Inn and Homewood Suites only**.

HOTEL INFORMATION

HILTON GARDEN INN AND HOMEWOOD SUITES

14975 Shady Grove Rd.

Rockville, MD 20850

Hilton Garden Inn (240) 507-1800 or (888) 472-1096

Homewood Suites (240) 507-1900 or (888) 472-1097

Hotel Room Rates

Blocks of rooms have been reserved for examiner training participants at the **Hilton Garden Inn (\$185/night)** and at the **Homewood Suites (\$195/night)**.

Deadline for Making Hotel Reservations

All reservations must be made by 12 midnight, EDT, on the “Cutoff date” listed below to get the training block rate. It is advised that you book early; the special room rate will be available until the “Cutoff date” listed below or until the group block is sold out, whichever comes first.

Week 1 – “Cutoff date” – 12 midnight, EDT, Monday, April 4, 2016

Week 2 – “Cutoff date” – 12 midnight, EDT, Monday, April 11, 2016

Week 3 – “Cutoff date” – 12 midnight, EDT, Monday, April 18, 2016

HOW TO MAKE A RESERVATION AT THE HILTON GARDEN INN AND HOMEWOOD SUITES

- Please call the hotel at telephone numbers listed above or use the website link on page 11.

Making a Reservation by Telephone

If you call the hotel, inform the reservations clerk that you are attending Baldrige examiner training and be prepared to provide the group code provided on the Baldrige website at http://www.nist.gov/baldrige/examiners/resource_center/logistics.cfm, appropriate training dates for your arrival and departure dates. The room block rate at the Hilton Garden Inn— (\$185/night) and at the Homewood Suites — (\$195/night) is available on a first-come, first-served basis.

The dates below represent check-in and check-out dates at the hotel.

Hilton Garden Inn and Homewood Suites Reservation Check-In/Check-Out Dates

by Training Week

	<u>SENIOR AND NEW EXAMINERS</u>	<u>RETURNING EXAMINERS</u>
WEEK 1	Mon. 4/25–4/29	Tues. 4/26–4/29
WEEK 2	Mon. 5/2–5/6	Tues. 5/3–5/6
WEEK 3	Mon. 5/9–5/13	Tues. 5/10–5/13

****Please remember to enter the appropriate check-in date if making reservations online (see chart above for check-in/check-out dates).**

Making Reservations Online

http://www.nist.gov/baldrige/examiners/resource_center/logistics.cfm.

1. Press Ctrl+click on the link above or cut and paste the link into your web browser.
2. Select Accommodations from the left hand column.
3. Scroll down until you see Hilton Garden Inn and Homewood Suites by Training Week.”
4. Select the appropriate training week link.
5. Verify that the preselected check-in and checkout dates are accurate. Select “Check Availability.”
6. Select the room-type preference. (Note: The hotel is a smoke-free facility.) Select the “Continue” button.
7. Once you have entered all pertinent information, select the “Continue” button.
8. Review your reservation summary, enter payment information. Then Select “Book Reservation.”
9. Be sure to provide the appropriate group code

Changing or Cancelling a Hotel Reservation

Please call the hotel directly to reserve your room, make changes, or cancel your reservation.

DIRECTIONS TO THE HOTEL AND NIST

DRIVING DIRECTIONS TO THE HOTEL

The hotel is located in Rockville, Maryland, which is about 25 miles northwest of Washington, D.C., via Interstate 270.

General Driving Directions

Northbound

Take I-270 North toward Frederick. Take exit 8 to Shady Grove Road. Turn left on Shady Grove Road. Drive 0.9 mile, and the hotels will be on your left.

Southbound

Take I-270 South toward Washington, D.C. Take exit 8 to Shady Grove Road. Turn right on Shady Grove Road. Drive 0.9 mile, and the hotels will be on your left.

From NIST (via I-270)

Take Bureau Drive to Clopper Road. Turn right on Clopper Road. Merge onto I-270 South toward Washington, D.C. Take exit 8 to Shady Grove Road. Turn right on Shady Grove Road, and the hotels will be on your left.

From NIST (via Muddy Branch Road)

Take Bureau Drive to North Drive. Turn left onto North Drive. Turn left onto East Drive. Turn right onto Muddy Branch Road. Turn left at Great Seneca Highway. Turn left at Key West Avenue. Turn right onto Shady Grove Road, and the hotels will be on your left.

From Local Airports

Information on commercial providers of local ground transportation, including contact information, is on page 9.

Dulles International Airport (IAD)

Take 267 East (Dulles Expressway) toward Washington, D.C. Exit to I-495 North toward Baltimore. Merge onto I-270 North and take exit 8 to Shady Grove Road. Turn left on Shady Grove Road, and the hotels will be on your left. The total distance is approximately 28 miles.

Reagan National Airport (DCA)

Take George Washington Parkway North to I-495 North to I-270 North. Take exit for Shady Grove Road. Turn left at the light, and continue 0.5 miles. The hotels will be on the left. The total distance is approximately 24 miles.

Baltimore-Washington International (BWI) Thurgood Marshall Airport

Exit airport on I-195 West to 95 South. Follow 95 South 19 miles to I-495 West. Remain on I-495 for 10 miles to I-270 North. Follow I-270 North approx. 6 miles and exit on Shady Grove Road. Turn left at the light, and continue 0.5 miles. The hotels will be on your left. The total distance is approximately 44 miles.

From the Metro Subway System

Metro rail service is available from Reagan National Airport (DCA) on the Blue Line to the Shady Grove Metro Station on the Red Line. The Shady Grove Metro Station is in close driving proximity to both NIST and the hotel. Additional Metro service information is available on the Metro website: www.wmata.com.

Driving from Shady Grove Metro Station to the hotel

Exit Metro Station to Redland Road. Turn right on Redland Road. Turn right on Rockville Pike (355 North). Turn left on Shady Grove Road, and the hotels will be on your left.

DRIVING DIRECTIONS TO NIST

NIST is located about 25 miles northwest of Washington, D.C. Additional information about transportation to NIST is available on its website: www.nist.gov.

NIST Address

100 Bureau Drive, Gaithersburg, MD 20899-1020

General Driving Directions

From northbound I-270

Take Exit 10, Route 117 West, Clopper Road. Bear right at the first light onto Clopper Road/West Diamond Avenue. At the next light, turn left onto the NIST grounds.

From southbound I-270

Take Exit 11, Route 124, Montgomery Village Avenue/Quince Orchard Road. Bear right at the first light onto Route 124 West, Quince Orchard Road. After you merge onto Rt. 124, Quince Orchard Road, turn left at the second light onto Route 117, West Diamond Avenue. Turn right at the first light onto NIST grounds.

From the Metro Subway System

Metro rail service is available from Reagan National Airport (DCA) on the Blue Line to the Shady Grove Metro Station on the Red Line. The Shady Grove Metro Station is in close driving proximity to both NIST and the hotel. Additional Metro service information is available on the Metro website: www.wmata.com.

Driving from Shady Grove Metro Station to NIST

Exit Metro Station onto I-370 West. From I-370, take I-270 North toward Frederick. Stay in the local lanes of I-270 North and take exit 10, Route 117 (West Clopper Road). At the light at the end of the exit ramp, turn right onto Clopper Road. Then turn left at the first traffic light onto Bureau Drive. This will take you to the main gate of NIST. Before driving through the main gate, turn into the parking lot from the right lane for the secured entry process. This process occurs in the building at the end of the parking lot. Be prepared to present a photo ID and vehicle registration.

NIST Metro Shuttle Service

NIST provides shuttle service for official visitors and staff to and from the Shady Grove Metro Station from 6:45 am to 6:10 pm.

Visitors using Metro can meet the NIST shuttle at the east side of the Shady Grove Metro Station at 15 and 45 minutes past the hour. The shuttle runs daily from 6:45 am to 6:10 pm. The NIST shuttle will stop at "Bus Bay C." The last NIST shuttle leaves Shady Grove Metro at 6:10 pm.

The shuttle departs from the front of the NIST Administration Building at 5 and 35 minutes past the hour. The last NIST shuttle leaves NIST at 6:00 p.m.

The shuttle operates Monday through Friday except on federal holidays.

The ride between NIST and the Shady Grove Metro Station takes approximately 15 minutes, depending on traffic conditions.

All visitors who do not have a NIST visitor's badge must disembark at the NIST Visitors Center to register.

EXAMINER TRAINING EXPENSES

PLEASE NOTE: Effective July 21, 2014, under the REAL ID Act of 2005, agencies, including NIST, can only accept a state-issued driver's license or identification card for access to federal facilities if issued by states that are REAL ID-compliant or have an extension.

NIST currently accepts other forms of federally issued identification in lieu of a state-issued driver's license, such as a valid passport, passport card, DOD Common Access Card (CAC), Veterans ID, Federal Agency HSPD-12 IDs, Military Dependents ID, Transportation Workers Identification Credential (TWIC), and TSA Trusted Traveler ID.

To learn more about the REAL ID Act and to determine if your state or territory is compliant, visit the Department of Homeland Security's REAL ID Frequently Asked Questions web page at <http://www.dhs.gov/real-id-public-faqs/>.

The Baldrige Program provides the training course*, course materials*, transportation between the hotel and the training site, lunches during the training course, and one evening reception free of charge. In addition, for examiners who participate in a site visit, the Baldrige Program covers all travel and lodging costs associated with that travel. Examiners or their employers need to cover other transportation, lodging, and other costs related to attending training in Gaithersburg, Maryland.

*The training course and course materials are provided to the Baldrige Program's volunteer Board of Examiners at no cost. A fee is assessed to all other training participants.