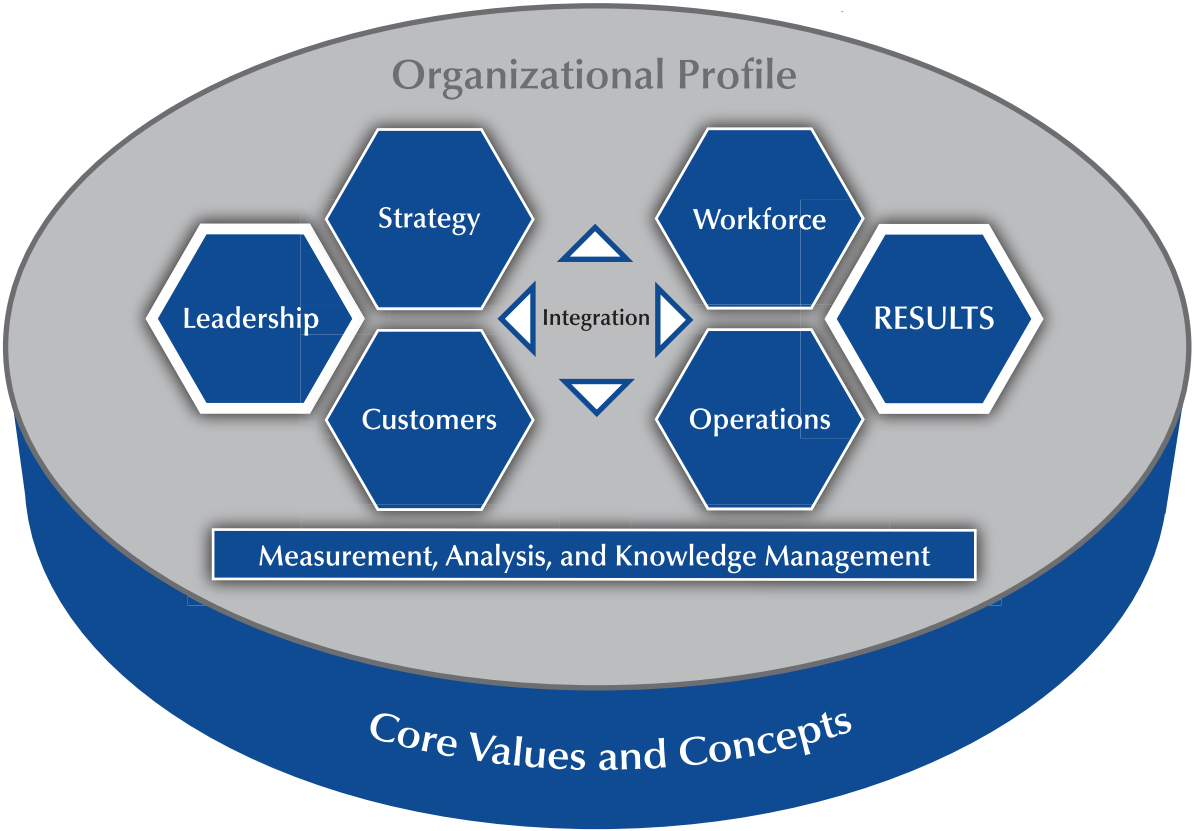

From Baldrige Performance Excellence Program. 2017. *2017–2018 Baldrige Excellence Framework: A Systems Approach to Improving Your Organization's Performance.* Gaithersburg, MD: U.S. Department of Commerce, National Institute of Standards and Technology. https://www.nist.gov/baldrige.