# MINUTES

# JUDGES PANEL OF THE MALCOLM BALDRIGE NATIONAL QUALITY AWARD

## Baldrige Performance Excellence Program

**National Institute of Standards and Technology • November 5–8, 2018**

## Attendees

*Judges:* Allison Carter, Glenn Crotty, Tammy Dye, Eric Fletcher, John Harris, Kevin McManus, John Molenda, Lawrence Ramunno, Bruce Requa, Diane Springer, Kristin Stehouwer, JoAnn Sternke

*NIST:*  Jamie Ambrosi, Dawn Bailey, Rebecca Bayless, Jacqueline Calhoun, Jacqueline DesChamps, Mary Eastman, Robert Fangmeyer, Barbara Fischer, Ellen Garshick, Harry Hertz, Robert Hunt, Scott Kurtz, Christine Schaefer, Robyn Verner

Kristin Stehouwer, chair of the Judges Panel, welcomed the participants and reviewed the agenda. Baldrige Program Director Robert Fangmeyer thanked the judges for their critically important work in recommending role models for the nation. The judges and staff observed a moment of silence in memory of former judge and longtime Baldrige examiner Jackie Beede, who passed away on October 23.

The minutes from the August 22, 2018, meeting were unanimously approved.

Stehouwer and Robert Hunt reviewed the judging process, including procedures for judges with conflicts of interest with any of the applicants under discussion, and responded to clarifying questions from the judges, with input from Fangmeyer. Hunt reviewed the number and distribution of applicants and the makeup of site visit teams deployed for the 2018 award process.

## Site-Visited Organizations

* Week 1: 3 site visits in health care
* Week 2: 9 site visits in small business, nonprofit, and education

## Recommendations for the Malcolm Baldrige National Quality Award

* 1 health care organization
* 1 small business
* 2 education organizations
* 1 nonprofit organization

The Judges Panel also recommended three organizations (one in health care, one in small business, and one in education) for category role-model recognition. The small business subsequently declined the recognition.

Fangmeyer thanked the judges for their work and dedication, particularly departing judges Tammy Dye, John Harris, Lawrence Ramunno, and Diane Springer.

The meeting was adjourned at 7:05 p.m., November 8, 2018.

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

Kristin Stehouwer

Chair

Judges Panel

X/X/2018

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Kristin Stehouwer, Chair(Date)