



# Baldrige Collaborative Assessment



## Assessment Benefits

- ✓ Site visit from a team of national Baldrige experts
- ✓ Team works collaboratively with organization's leadership and staff to identify key strengths/opportunities for improvement
- ✓ Immediate actionable feedback; written feedback report follows the assessment
- ✓ Minimal preparation required
- ✓ Helps to identify what is critical to the success of the organization and guide planning efforts
- ✓ Assessments are customizable; focus on organization's key priorities and needs for long-term sustainability

## Let's Work on Your Challenges!

### Why Consider a Baldrige Collaborative Assessment

A Baldrige Collaborative Assessment enables your organization to work side-by-side with experienced national Baldrige examiners, experts in performance excellence, to customize an evaluation that focuses on your key priorities and challenges. Minimal preparation is required and actionable feedback is immediate.

For organizations already conducting self-assessments, the Baldrige Collaborative Assessment offers the opportunity to get an outside, objective perspective of key processes and associated results. The opportunity to customize the assessment enables organizations that are already successful in some areas to focus on their challenges, as well as get feedback to refine their areas of strength.

For organizations new to Baldrige, the assessment can be used as an improvement "next step" after Baldrige foundational training.

The Baldrige Criteria for Performance Excellence have been a proven, objective framework for organizational improvement for more than 30 years. Using the Baldrige Criteria empowers organizations of all sizes in all sectors of the economy to reach their goals and achieve their desired results.

## *highly recommend*

Marguerite Morgan, Hospital Administrator, Florida State Hospital

The opportunities for improvement from this report were truly amazing. ...As the CEO, I have seen a tremendous amount of resurgent energy in our employees... I highly recommend the new Baldrige Collaborative [Assessment].

## *approach was ideal*

Tammy Ignacio, Chief Administrative Officer, Alexandria City Public Schools

[The assessment] was beneficial in that it challenged us, again and again, to ask ourselves “what’s critical to the success of our organization?” ... The conversational approach was ideal.



## How the Assessment Works

Baldrige Collaborative Assessments are structured to include a planning phase and an on-site phase. During the planning phase, the organization will submit an Organizational Profile questionnaire that enables it to gain a better understanding of its operating environment, organizational relationships, and key strategic challenges and advantages. Other key documents are submitted to the team, as needed. A contact person from the organization will work with the examiner team leader to plan the assessment, including the scope and logistics.

The on-site assessment determines an organization’s key strengths and opportunities for improvement against the Criteria for Performance Excellence and against the most important factors for the organization’s success, as described in the Organizational Profile questionnaire.

The 4½-day site visit phase consists of three activities conducted collaboratively by members of the examiner team and representatives from the organization. These activities include data collection, data analysis, and feedback formulation. This process generates ideas for capitalizing on the organization’s strengths and addressing opportunities for improvement. At the conclusion of the site visit, organizational leaders participate in a closing meeting at which staff members present findings and high-priority recommendations.

Following the assessment, a detailed report is prepared and sent to your organization. It provides all the recommendations along with additional information to assist your organization in taking action on the recommendations.

## Key Dates

**Baldrige Collaborative Assessments are offered during the following times**

January  
February  
March  
June  
July  
August  
November  
December

## Contact

**For more information on the Baldrige Collaborative Assessment:**  
[www.nist.gov/baldrige](http://www.nist.gov/baldrige) | 301.975.2036 | [baldrige@nist.gov](mailto:baldrige@nist.gov)

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