



Assessments in Organizations: Baldrige Assessment Model

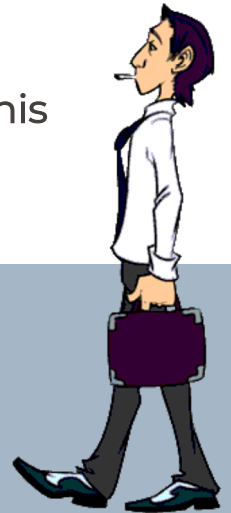
OGI 357

Daniel Mendoza



Training Overview

- ❑ **What is Organizational Assessment?**
 - ❑ Why it is used
 - ❑ What are some examples of assessments
- ❑ **What is Baldrige Assessment?**
 - ❑ Why is it used
 - ❑ Examples of current and leading organizations using this model
- ❑ **Why Baldrige Assessment is the most trusted with our company**
- ❑ **Conclusion**
- ❑ **References**





What is Organizational Assessment

This is a planned systematic review of an organization's processes, work environment, and organizational structure. The organizational assessment process guides the development of recommendations and action plans to support achievement of organizational objectives.

Why are organizational assessments used?

- Assessments are used to provide recommendations to enhance the effectiveness of the organization as a whole.

What are the assessment most commonly used?

- Baldrige
- LESTAT-2
- Shingo Prize

What is Baldrige Assessment?

A Baldrige assessment helps organizations assess whether they are developing and deploying a sound, balanced and systematic approach for running their organization.



Whether an organization is large or small, and no matter the industry or sector, one can use its excellence framework and criteria to conduct a self-assessment of the organization. It provides a way to evaluate how well your organization is meeting its goals and objectives. Organizations use it to evaluate their processes and their impact on results.



Why use Baldrige?

Most importantly, using the Baldrige assessment will positively benefit organizational overall culture by:

- Raising awareness about the importance of performance excellence in driving both the U.S. and global economy.
- Providing organizational assessment tools and criteria.
- Educating leaders in businesses, schools, health care organizations, and government and nonprofit agencies about the practices of best-in-class organizations
- Recognizing national role models and honors them with the only Presidential Award for performance excellence





Examples of leading organizations using the Baldrige Model

- AARP
 - Has doubled the reach of its work to improve lives for people over age 50 and their families, from 32 million people in 2015 to more than 60 million in 2019. Since 2017, AARP has also invested \$450,000 in startup companies pursuing novel products and services through its Innovation Labs.
- MESA
 - The company's overall revenue has grown nearly \$30 million since 2015, with the company achieving a 10% average annual revenue growth since embarking on its Baldrige journey in 2002. MESA, which specializes in controlling corrosion in pipelines and related equipment, has retained 100% of key customers in its services segment since 2018 and 97% of key customers in its materials segment since 2017. In addition, 95% of employees agree that the safety culture is a top organizational priority, and 94% of employees consider themselves highly engaged.





Why Baldrige Assessment is most trusted within our company

- Identify successes and opportunities for improvement
- Jump-start a change initiative
- Energize improvement initiatives
- Aligns resources with strategic objectives
- Energize the workforce
- Focuses our organization on common goals
- Assess performance against our competitors





Conclusion

- Organizational Assessments are planned systematic reviews of an organization's processes, work environment, and organizational structure.
- The organizational assessment process helps guide the development of recommendations and action plans to support achievement of organizational objectives.
- The Baldrige Award assessment helps organizations, like ourselves, assess whether they are developing and deploying a sound, balanced and systematic approach for running their organization.
- By utilizing the the Baldrige assessment we hope to gain a positive culture within our organization by successfully embracing change and holding ourselves accountable for results.

References

Lusthaus, C., Adrien, M. H., Anders, G., Plinio, G., Carden, M. H., & Rey, D. M. N. (2002). *Organizational Assessment A Framework for Improving Performance*. Ottawa, ON: International Development Research Centre.

Mary.eastman@nist.gov. "Self-Assessing." *NIST*, 16 Nov. 2019, www.nist.gov/baldrige/self-assessing#:~:text=What%20Is%20a%20Baldrige%20Self,approach%20for%20running%20their%20organization.&text=It%20provides%20a%20way%20to,meeting%20its%20goals%20and%20objectives.