

ASQ & The Lincoln Foundation

Together



**Driving Continuous Improvement Through
Communities of Excellence**

THE LINCOLN FOUNDATION FOR PERFORMANCE EXCELLENCE



Purpose

- *What is Organizational Excellence?*
- *How Can an Organization Incorporate Continuous Improvement Tools.*



Process

- *The relationship between organizational excellence and Continuous Improvement Tools*
- *What is The Lincoln Foundation*
- *How do we support & Drive excellence in Illinois*
- *Successful Organizations that have implemented Continuous Improvement frameworks.*



Benefits

- *Understanding how organizational excellence can transform your organization to be more effective and efficient.*
- *What are The Lincoln Foundation's Tools?*
- *How these tools help Transform an Organization.*

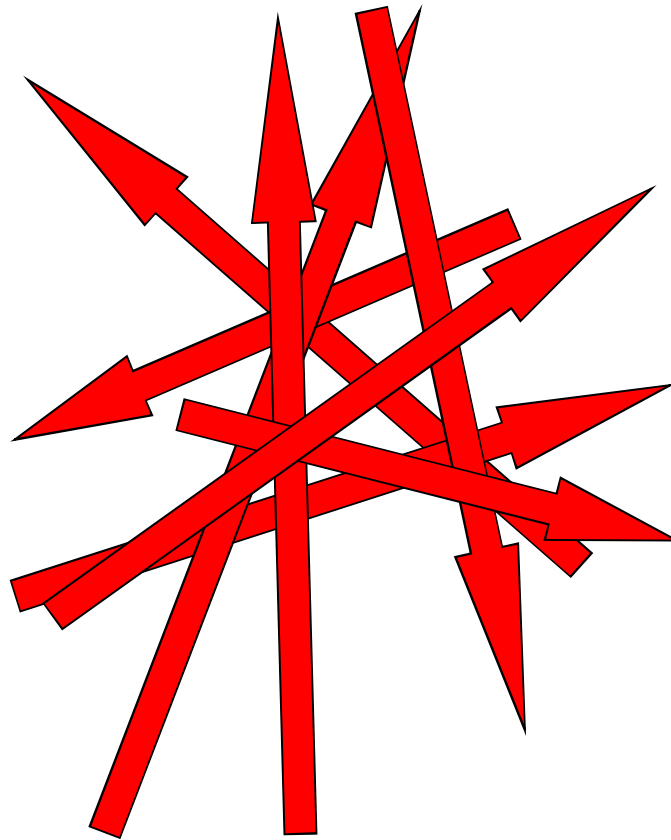


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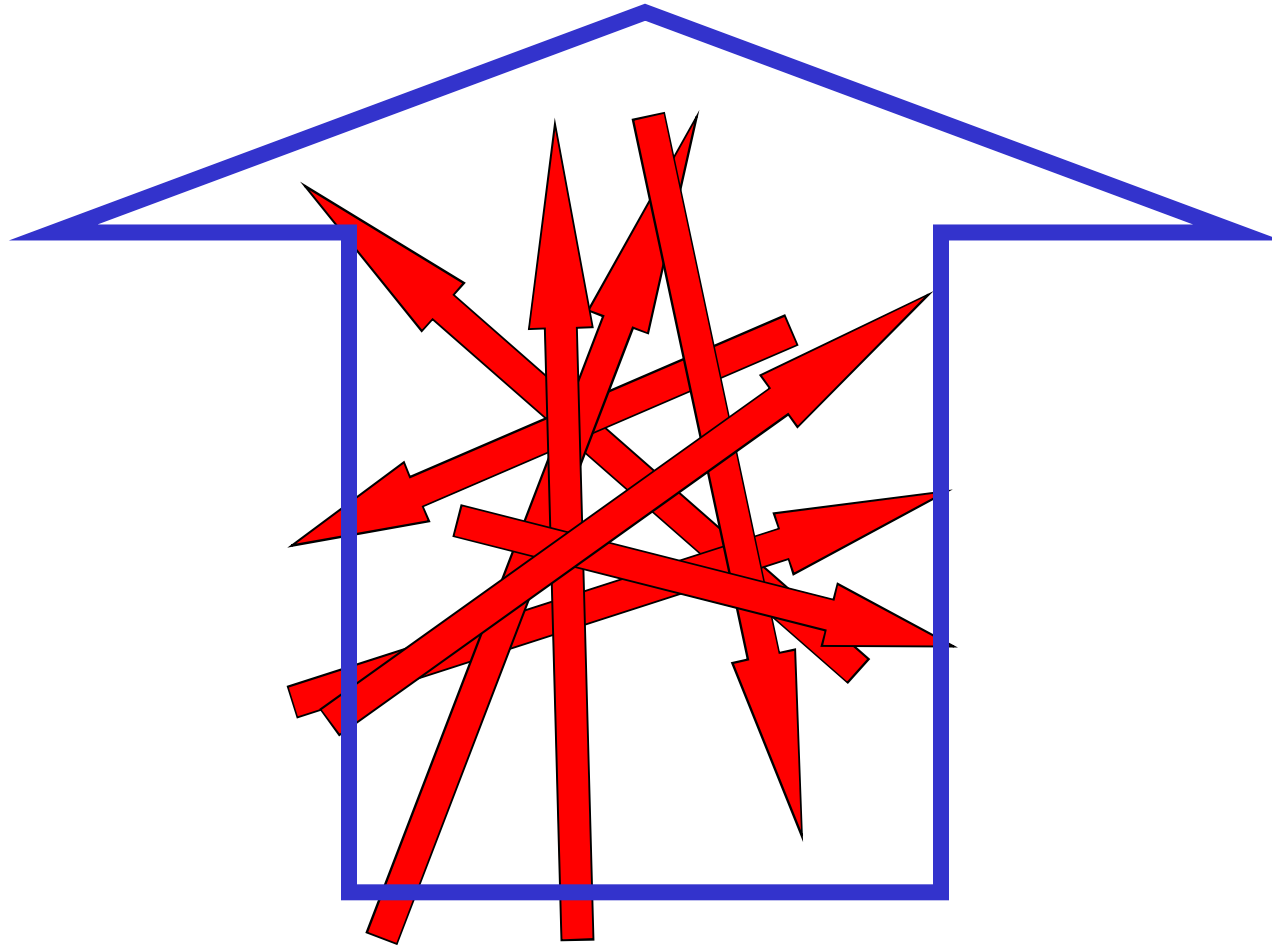
**How do you know
that your organization
is operating well?**



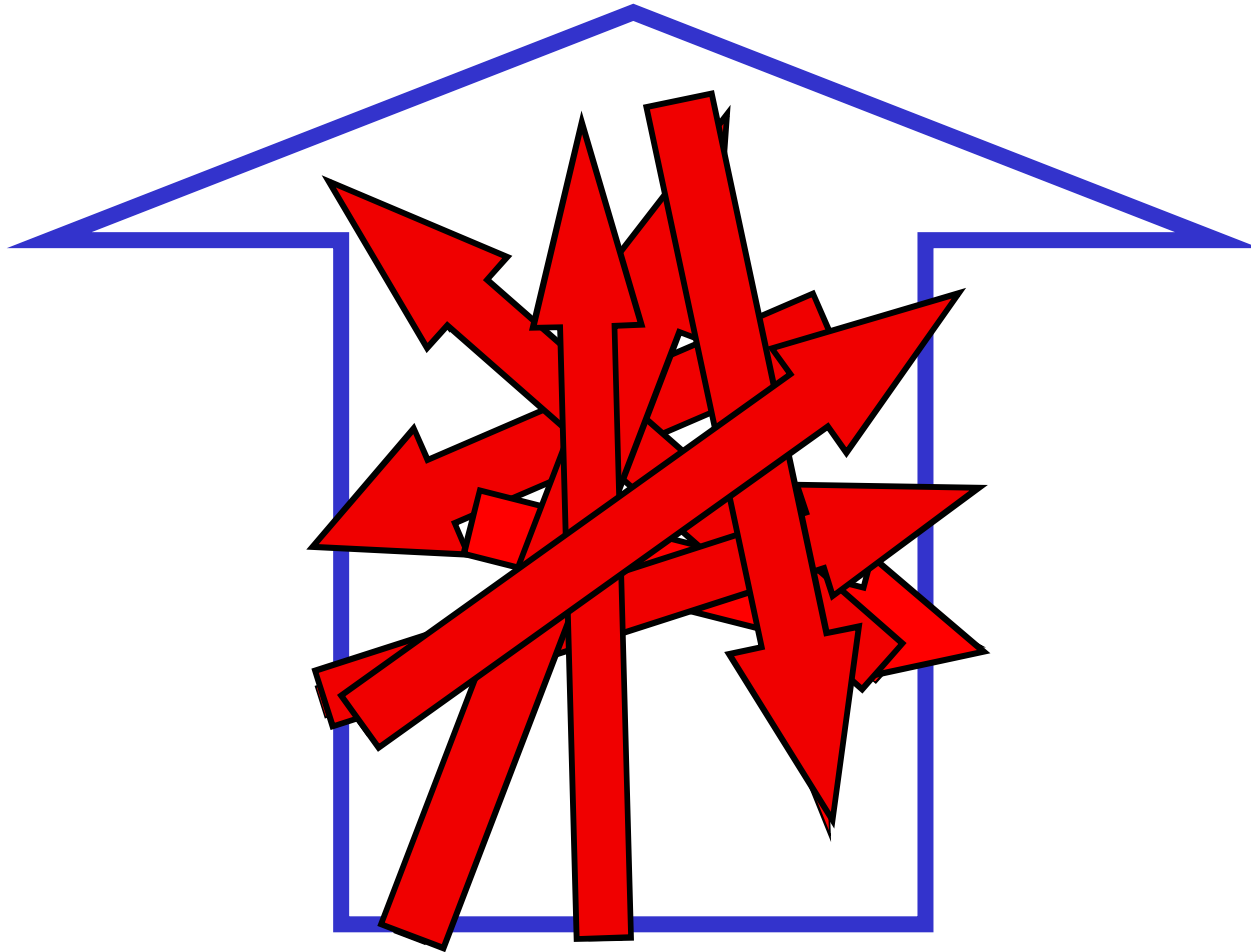
Random Organizational Activity



Activity vs. Organizational Direction



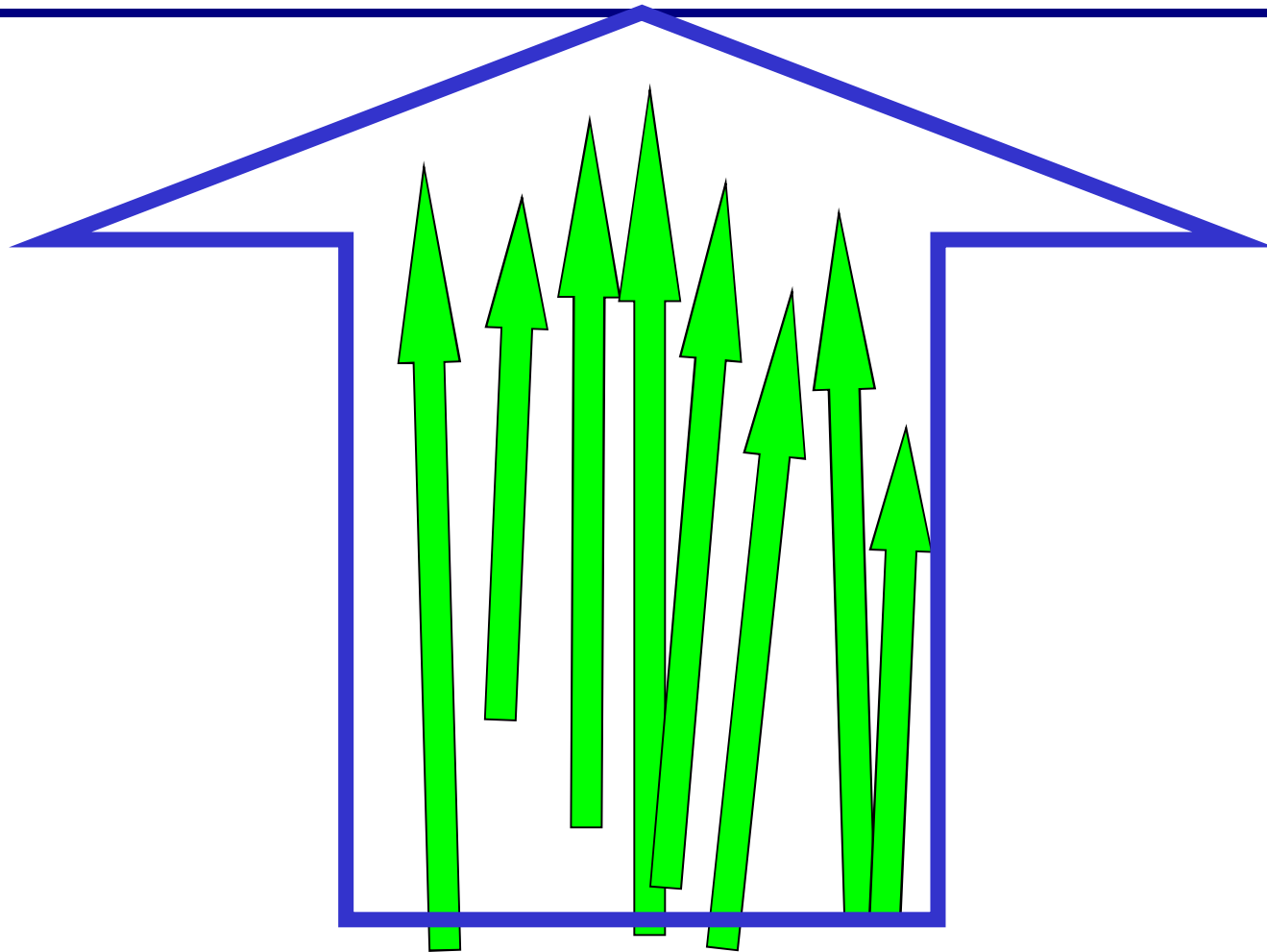
Improving Random Activity



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Aligned Organizational Activity & Direction





Are your improvement efforts aligned to Critical success factors for your organization?

Does Everyone Know what they are?

Are they Embracing the Transformation Strategy?

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Organizational Excellence Framework

A SYSTEMS PERSPECTIVE



What is The Lincoln Foundation?

- A **501(c)(3) organization founded June 1, 1994** that is the State of Illinois' version of the Malcolm Baldrige National Quality Award
- **1,100 Volunteers** who have contributed an estimated 100,000 hours to Illinois conservatively valued at \$2,500,000 to \$3,500,000.
- The **only non-profit organization in Illinois** that was founded solely to help all Illinois organizations improve their performance



Vision, Mission & Core Values

Vision:

Illinois organizations are recognized for excellence throughout the world.

Mission:

To be the leader in helping Illinois organizations achieve performance excellence through deployment of the Baldrige criteria.

Core Values:

Integrity

***Commitment* to the Baldrige process**

***Objectivity* to issues – *Passion* for excellence**

***Focus* on achievement – *Loyalty* to our family**

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Why the Framework Works

- ***Systematic, integrated*** approaches for all key requirements that are fully ***deployed & aligned***,
- ***Fact-based evaluation and improvement*** leading to breakthrough and ***continuous improvements***.
- ***Improvement trends*** in results for ***all key performance measures***.
- ***Good performance relative to competitive & comparative*** organizations,
- It drives you to be a ***Role Model*** organization



The Lincoln Foundation's Approach to Excellence

**PROMOTE CONTINUOUS IMPROVEMENT
THROUGHOUT THE STATE OF ILLINOIS BY:**

- **Education and outreach initiatives for all
Illinois organizations**
- **Recognition –
The Lincoln Awards for Excellence**



Education & Outreach - Mission

“To Educate Illinois organizations on How to Achieve Excellence”



What are the Lincoln Awards?

- **Recognition based upon achieving a standard of excellence**
- **Criteria built upon the Baldrige National Quality Program – Run by the National Institute of Standards & Technology (NIST)**



Lincoln Awards for Excellence



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The Lincoln Awards for Excellence

- **BRONZE** - *Commitment to Excellence*
 - Evidence of the beginnings of effective, systemic approaches for many major processes
- **SILVER** - *Progress towards Excellence*
 - Evidence of systematic, well deployed approaches for major processes.
- **GOLD** - *Achievement of Excellence*
 - Evidence that systematic approaches for all key item requirements are in place, well deployed, improved and supported with positive result trends.



Lincoln Awards for Excellence

- Offered to *Education, Health Care, Government*, as well as to *Industry & Service*
- Provides a *multi-tiered process*, making it more accessible to small and medium sized organizations
- *Not a competition*: The Foundation can recognize and provide an unlimited number of Lincoln Awards and Feedback Reports



Lincoln Award Process

- An organization **completes a 50 page application** by June
(intents to apply due by May)
- A **6 to 12 member examiner** team of professionals independently evaluate the application & come to consensus on strengths & opportunities for improvement.
- A panel of judges **evaluates if a site visit is necessity.**
- If required, the examiner team spends up to **four days on site to validate** the application & finalize a feedback report.
- A panel of judges reviews the feedback report and **decides on what recognition level should be awarded.**



Benefits to Organizations Who Apply for Awards

- **Clear understanding of your organization's strengths and opportunities for improvement**
- **Receive rigorous feedback from highly trained professional team**
- **Affirms commitment to excellence**
- **Valuable insights from experts**
- **Recognition and reinforcement of effort**



Applicant Facts

- **1,100+** Examiners Trained
- **199** Applications received over 12 years
- **121** Organizations have been recognized:
 - **32** in Education
 - **20** in Government
 - **31** in Health Care
 - **24** in Industry
 - **14** in Service



Products and Services

- **Examiner training - 3 to 5 days**
- **Workshops** – *How to Write an Application, Assessing Application Readiness, Organizational Assessments, Champions of Excellence, Pathways to Excellence, Tools for Excellence, Six Sigma-Yellow Belt, & Lean Tools, etc.*
- **Baldrige Express Assessment – A web-based self assessment**
- **Best Practices Events**
 - *Breakfasts, Receptions, & Seminars*
- **Lincoln Awards for Excellence - All applicants receive confidential written feedback report**
- **Coaching - assistance for applicants - preferred vendor list**
- **Links to Baldrige and state program web sites**
- **Continuous improvement Baldrige criteria books**



Getting Started on a Journey to Excellence

- **Gain & Maintain Leadership Support.**
- **Establish a Clear Focus of where you want to go & a Measurement of Success.**
- **Orientation**
 - Understand the elements of the excellence framework
 - Understand core values and their role
 - Begin relating the framework to your organization
- **Organizational Self Assessment**
 - Compare your organization to the excellence framework
 - Further develop staff understanding
 - Develop buy in & ownership to Opportunities For Improvement



Plan of Action for a Journey to Excellence

- Digest and Discuss **Assessment Results**
- Develop strategies to **address Opportunities For Improvement** from Assessments
- Mobilize & Move Your Organization into a **Continuous Improvement Culture.**
- Develop **Internal Expertise** on the Baldrige Criteria as a Lincoln Examiner.



Serving as a Lincoln Examiner

Commitment

- Willingness to Learn
- Time
 - Training Pre-work
 - Training class
 - Application review
 - Consensus
 - Sight visit

Benefits

- Learn the criteria
- Personal development
- Demonstrate your commitment to excellence
- See excellence in action & learn Best Practices from others
- Network with other practitioners
- Do something good for Illinois

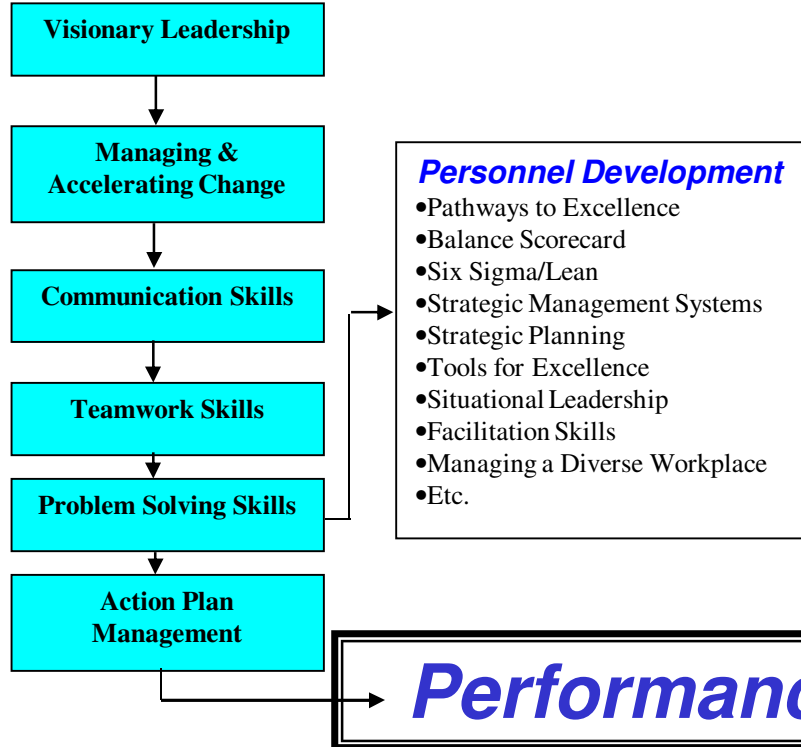


Journey to Organizational Excellence

A Plan for Achievement

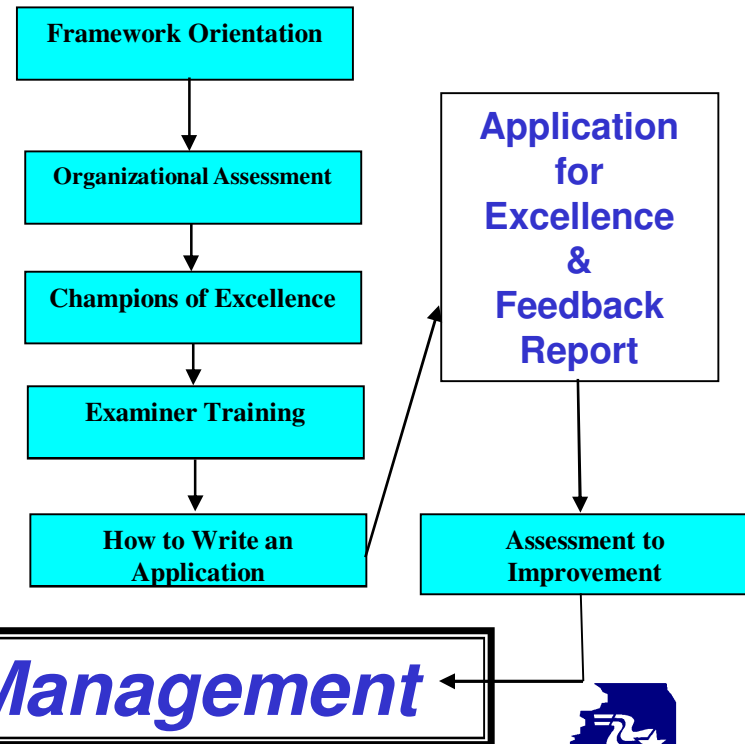
Phase 1

Cultivating the Environment



Phase 2

Installing the Framework



Why use the Lincoln Award Process

- ***Objectivity***
- ***Solid expertise***
in ***organizational development***
- ***Broad experience*** through recipients
- ***Cross sector benchmarking***
- ***Passion for excellence***
- It's the ***most inexpensive*** –
yet the ***most beneficial consulting***
you can get for your organization



Addressing & Removing Roadblocks

- ***It conflicts*** with what we are currently doing
 - *ISO – Six Sigma – Lean – etc.*
- We are too busy – ***No Time***
- It ***takes too long***
- Organization is ***not ready***
- ***No one in our industry*** has done this
- We will ***expose our weaknesses***
- Its ***too complex***
- It ***costs too much***



Contact Information

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