



START THE JOURNEY BROCHURE

The Partnership for Excellence (TPE) is the state Baldrige-based program for Ohio, Indiana, and West Virginia. We support organizations like yours on their journey for performance excellence. We have a number of pathways to help you start your quest and are available to discuss them with your team.



ProMedica Memorial Hospital
Fremont, Ohio
2018 Platinum-level Recipient
Ohio Governor's Award for Excellence

The Partnership for Excellence works directly with organizations from all sectors of the economy – business, education, health care, government, and nonprofit, to help them improve performance using the Baldrige Excellence Framework. The Baldrige Excellence Framework is internationally recognized and has been used since 1987 as a holistic management system to help organizations see improved results. The Criteria framework is based on 7 categories: (1) Leadership, (2) Strategy, (3) Customers, (4) Measurement, Analysis and Knowledge Management, (5) Workforce, (6) Operations, and (7) Results.

We assist organizations through self-assessments by evaluating organizational approaches (processes), and the extent to which they are deployed, evaluated/improved, aligned and integrated throughout the organization and their effectiveness at driving organizational results. Our primary product is a comprehensive organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement.

Organizations interested in performance excellence often begin their journey at various levels of knowledge and understanding of the Baldrige Excellence Framework and may apply to TPE at one of two levels:

Level 1. Advising & Partnering Program (one program - one fee, 2 parts):

Advising – This is the level for organizations that are new to the Baldrige program and just getting started. A professional coach will work with your team to further explain the Baldrige Excellence Framework and help you draft a 5-page Organizational Profile. Once completed, TPE Examiners will provide written feedback to your organization. Successful completion of the Advising level results in the “Spirit” award recognition at TPE’s annual *Quest for Success* Conference.

Partnering – This is Part II of the Advising & Partnering program. Your professional coach will review the feedback for your Organizational Profile and assist you in interpreting the feedback including linking your Organizational Profile to the process categories and aligning to the Baldrige Criteria, and developing a timeline to get you started on developing a 25-page abbreviated application addressing the Baldrige Excellence Builder criteria. The Partnering phase focuses on processes, systems, and associated results. Once the 25-page application is completed (there is no time limit), examiners will provide a written feedback report. Successful completion of the Partnering level results in the “Pioneer” award recognition at TPE’s *Quest for Success* Conference. Some organizations which have already developed an Organizational Profile may choose to begin their journey with TPE at this level.



Managed Healthcare Services, Lilly USA
Indianapolis, Indiana
2018 Platinum-level Recipient
Indiana Governor's Award for Excellence

Organizations may enter the Advising & Partnering program at any time during the year.

Level 2. Examining Program:

The Examining Program is the traditional full 50-page application and assessment mirroring the national Baldrige Performance Excellence Program. Organizations already familiar with Baldrige may enter directly into our examining program. An Intent-to-Apply form is due to TPE on August 15th each year and a full 50-page application is due on December 1st. A team of trained TPE Examiners evaluate the application independently and as a team to reach consensus. A three-day site visit (for all applicants) is completed in March to verify and clarify the information in the application. The applicant receives a written feedback report with strengths and opportunities for improvement. Judges make award level recommendations to the TPE Board of Trustees in May and applicants are recognized with a Bronze, Silver, Gold or Platinum (*Governor's Award for Excellence*) Award at TPE's *Quest for Success* Conference in September.



University Hospitals Geauga Medical Center
Chardon, Ohio
2017 Platinum-level Recipient
Ohio Governor's Award for Excellence

Getting Started:

First, we recommend you watch the video *The Challenge of Being Excellent, Completing the Puzzle*, at: <http://www.baldrigepe.org/alliance/videos/completing-the-puzzle.asf>. Next, we have a complimentary executive presentation for those interested in getting started on their Baldrige Journey. The presentation is approximately 60 minutes and explains the Baldrige Excellence Framework, The Partnership for Excellence and our programs, and first steps to getting started. It is an ideal presentation for your senior leadership team and can be accomplished on-site or by webinar. After the presentation we can discuss how to proceed and get your organization started on the journey to performance excellence!

You have taken the first big step inquiring "how to get started" and we are here to help. For more information visit us on the web at www.thepartnershipforexcellence.com or email us at margot.hoffman@partnershipohio.org

Best regards,

Margot Hoffman
President & CEO
The Partnership for Excellence
Ohio, Indiana, & West Virginia
Phone (614) 425-7157
Fax (614) 515-4771