



Pre-work Assignment for TPE New Examiner Orientation 2020-2021 TPE Award Cycle

The following pre-work should be completed prior to attending the virtual NEO. The pre-work consists of videos to view, documents to read, and one practice assignment. Clicking on the links will take you to the videos, which are in YouTube or Vimeo, and the documents which are in a Dropbox. If you are not able to access Dropbox, contact Lauren Browning at lauren.browning@thepartnershipforexcellence.org and she will email the documents to you. It will take approximately 4 – 5 hours to complete the pre-work and it is essential to complete it prior to the NEO, as exercises will be based on information learned. Please complete the following activities in the order presented.

View video: [Purpose of NEO and TPE Overview \(Presentation\)](#) – 20:18 minutes

- Read [Role of TPE Examiner](#) – Approximately 5 minutes
- Review [2020-2021 TPE Examiner Process](#) – Approximately 5 minutes

View video: [Overview of Baldrige Excellence Framework \(Presentation\)](#) – 15 minutes

- Familiarize yourself with [2019 – 2020 Baldrige Excellence Framework](#) – approximately 30 minutes

View Excellence Engagement Videos – 40 minutes total

- [Organizational Profile Overview](#) (2:21 minutes)
- [Anatomy of Baldrige Framework](#) (6:27 minutes)
- [Leadership Overview](#) (2:51 minutes)
- [Strategy Overview](#) (3:41 minutes)
- [Customers Overview](#) (3:11 minutes)
- [Workforce Overview](#) (2:56 minutes)
- [Operations Overview](#) (3:06 minutes)
- [Results Overview](#) (3:25 minutes)
- [Measurement, Analysis and Knowledge Management Overview](#) (3:11 minutes)
- [ADLI and LeTCI](#) (4:01 minutes)
- [NERD Comments](#) (3:14 minutes)

View video: [Independent Review Process \(Presentation\)](#) – 27:08 minutes

- Read [2020 4A Comment Guidelines](#) – Approximately 5 minutes
- Read [2020 Item Evaluation Process Independent Review](#) – Approximately 10 minutes

Read Organizational Profile of [Lifebridge Case Study](#) – approximately 15 minutes

Complete [NERD Comment Assignment](#) – approximately 1 hour

If you have any questions about the information in the videos and documents or need assistance with the NERD Comment Assignment, you can join the instructors on Zoom any time between 9:00 a.m. and noon on the day of your NEO session.

Thank you for being a 2020-2021 TPE Examiner! We look forward to “meeting” you at the NEO!