

About the Baldrige Excellence Framework (Education)

The Baldrige Excellence Framework (Education) and its Criteria empower your organization to reach its goals, improve results, and become more competitive... The questions in the Education Criteria help you explore how you are accomplishing your organization's mission and key objectives in seven critical areas:

- Leadership
- Strategy
- Customers
- Measurement, analysis, and knowledge management
- Workforce
- Operations
- Results

A Systems Perspective — The Baldrige framework helps you manage all the components of your organization as a unified whole, so that your plans, processes, measures, and actions are consistent. The system's building blocks are the Education Criteria for Performance Excellence, the core values and concepts, and the scoring guidelines.

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National Institute of Standards and Technology (NIST)

Vision

Organizations reach their goals, improve results, and become more competitive.

Mission

To help organizations improve and achieve excellence.

Values

High-Performance: The Baldrige framework is based on core values and concepts that represent beliefs and behaviors found in high-performing organizations:

Systems Perspective

Visionary Leadership

Student-Centered Excellence

Valuing People

Organizational Learning

Agility

Focus on Success

Managing for Innovation

Management by Fact

Societal Responsibility

Ethics

Transparency

Results: Delivering value and results

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1. Processes

Evaluate and improve your processes.

With the Baldrige framework, you evaluate and improve your processes along four dimensions:

1.1. Approach

Determine the effectiveness of the ways your organization's work is accomplished.

How do you accomplish your organization's work? How effective are your key approaches?

1.2. Deployment

Use your processes consistently.

How consistently are your key processes used in relevant parts of your organization?

1.3. Learning

Evaluate and improve your processes and share them across your organization.

How well have you evaluated and improved your key processes? How well have improvements been shared within your organization?

1.4. Integration

Determine how well your processes align with your organizational needs and are harmonized across your organization.

How do your processes align with your current and future organizational needs? How well are processes and operations harmonized across your organization?

2. Results

Evaluate your results.

You evaluate your results along four dimensions:

2.1. Levels

Determine your current levels of performance.

What is your current performance?

2.2. Trends

Determine the trends of your results.

Are the results improving, staying the same, or getting worse?

2.3. Comparisons

Compare your performance with that of other organizations.

How does your performance compare with that of other organizations, or with benchmarks or industry leaders?

2.4. Integration

Track results that are important and use them in decision making.

Are you tracking results that are important to your organization and that consider the expectations and needs of your key stakeholders? Are you using the results in organizational decision making?

Administrative Information

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