

## **Is Baldrige a tool that will help you in your improvement efforts?**

You may be wondering if the Baldrige criteria can be helpful to your organization. You may also be wondering if there are easy ways to determine if it could be helpful. Here are a few tips for quickly determining if the Baldrige criteria can provide insight for your organization.

Consider these questions from the Organizational Profile section of the criteria:

What are your stated purpose, vision, values, and mission?

What are your key market segments, customer groups, and stakeholder groups?

What is your competitive position?

What are your key strategic challenges and advantages and your system for performance improvement?

1. Answer these questions by your self. Just take 5 or 10 minutes. If you can't easily answer these questions especially if you hold a key leadership role, it's safe to assume your employees can't either. Baldrige could probably help you by providing ideas that might focus your efforts more proactively.
2. Have someone from another department answer these same questions. Are their answers the same as yours? If not, Baldrige can probably help you by providing ideas for better aligning the different functions of your organization to address the most important challenges and opportunities you face.
3. Have a line employee answer these questions. Are they able to easily answer them and are the answers similar to yours? If not, then Baldrige can help you better deploy your approaches to ensure all of your employees' efforts are focused on the same things.