

Baldrige

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Introduction

Baldrige is an award program aimed at improving United states organizations' competitiveness and performance to get sustainable results. It was formed in 1987 after the death of the then United States Secretary of Commerce, Malcolm Baldrige, to recognize his contributions. It was created to encourage organizations in the United States to improve the quality of their goods and services to increase their competitiveness in the world market. It empowers organizations, improves their results, and increases their competitive advantage. The organization was initially open for manufacturing and service industries; however, it expanded to healthcare and education and later to non -profit and government organizations. The award program was created to broadcast and portion best practices, develop a method of evaluating improvements and efforts, and identify and recognize exemplar businesses. This reflection paper focuses on the Baldrige process, including its principles, organization issues, personal and organizational learning, and corporate responsibility.

Baldrige principles

The Baldrige process is based on eleven fundamental principles and values. The eleven core values include Management by a fact which requires an organization to investigate its performance both within itself and its competitive set to help in organizational support evaluation, orientation, and decision making, Systems perspective which is a principle that involves the running of all the parts of an organization as an integrated whole to achieve its mission and work towards its vision (Badri et al., 2006). Ethics and transparency involve moral behavior pigeon-holed by frankness and open communication by the management and administration enhanced by distributing precise information to the remaining workforce. An organization's high-ranking leaders follow an organization's visionary leadership principle, set high expectations for the workshop, exhibit pure and observable organizational principles and ethics, and develop a vision to govern the

organization. Customer satisfaction involves an organization aiming to fulfill their customers, be they buyers, patients, or students since the customers are critical in evaluating an organization's performance. Therefore, an organization should focus on services and product characteristics and means of support and asses that aim at customer satisfaction, positive referrals, which ultimately contribute to the organization's success (Badri et al., 2006).

Valuing people is another principle in which an organization should be able to appreciate its human resource and other people who are involved in the organization such as suppliers and partners, community members, customers, and any other person who are affected by the organization's activities (Mai et al., 2018). Agility and resilience are also among the eleven principles. Agility requires elasticity in operations, while organizational resilience is the ability to prepare for and recuperate from emergencies and interruptions. Organizational learning involves perpetual upgrading of standing approaches and substantial change and modernization leading to new products and market, new aims, and methods. Focus on innovation and success- from this core value, an organization must emphasize its then and future achievements. It should also be innovative by making significant adjustments to improve operations, services, products, processes, and business models. Under the societal contribution principle, an organization's management should ensure hand-outs to the public and the concern of public wellbeing. Delivering values plus results-an organization should evaluate results that should be financial results and societal performance, leadership strategy, engagement results, customer and workforce satisfaction, and product and process results (Mai et al., 2018).

Baldrige process and quality

The Baldrige process and quality assessment for performance include areas in customers, measurements, workforce operations and results, management, leadership, and strategy (Bandyopadhyay & Leonard, 2016). It has seven distinct processes, which include;

Identifying the space of valuation whether to cover every part of the organization, division, subunit, or a branch, selecting seven from each grouping to chief the group in preparing replies to the questions given out in the group, forming teams where members are to collect statistics and info to answers and problems in their corresponding groups, having each team sharing their findings and coming up with everyday subjects and differences in their results, having each grouping make a communication plan for improvement based on their answers, having the seven group leaders and other high ranking leaders come up with an action plan grounded on overall organizational urgencies and finally evaluating the entire valuation process and identifying probable progress (Vokurka, 2004).

Organizational issues

Leadership strategies have been developed to re-enforce Baldrige's core values. The organizational profile is always a significant determinant of the performance of an organization. The organization is divided into categories in the Baldrige criteria. Leadership, Strategy, and Customers are grouped into categories 1, 2, and 3 in that order in the Baldrige process; they are shown to work hand in hand as leadership is always believed to set the pace for and vision for an organization and include focusing on its customers (Vokurka, 2004). Therefore, the three first categories are referred to as the leadership triad since they are core in the success of an organization. Results, operation, and workforce are placed into categories 7, 6, and 5 correspondingly in the Baldrige process. It is evident that an organization's good results are always the outcome of its workforce and produce. Therefore, the three categories are referred to as called result triad. In category four, we have a measurement, analysis, and knowledge. Category 4 enables the other categories to give successful outcomes.

Organizational and personal learning

Organization and personal learning is also a critical factor in the improvement of an organization. It involves the perpetual advancement of prevailing tactics and noteworthy

change or inventions. Sources of organizational learning are research and development, volunteers, employees, and ideas. It may lead to the enhancement of values to customers by bringing into the market improved and new services or products, increasing efficiency in using resources, fulfilling an organizational societal responsibility, and enhancing its performance (Vokurka, 2004). On the other hand, personal learning involves personal skills that provide an opening for the success of an organization's employees. It invests in individual learning through training and education opportunities such as increased payment for verified knowledge and job rotation skills. Personal understanding may lead to a more engaged and satisfied labor force and an improved environment for the invention.

Areas of greatest or least understanding

Learning this course has been beneficial and interesting. I have gotten to know a lot concerning Baldrige as a whole, its management, its core principles, and how they are essential in improving any organization to match the world's market and evaluate its performance and even its history. My most remarkable area of understanding is on the Baldrige principles and personal and organizational learning.

Corporate responsibility

Baldrige's process is vital in enhancing the social responsibility of organizations. An organization that embraces the Baldrige process is likely to be reputable and has a good image in the public's eyes (Jankalová & Jankal, 2017). Empowering an organization, improving its results, and increasing its competitive advantage enables the organization to participate in corporate responsibility. Typically, more profitable organizations are the ones that participate in corporate social responsibility. Since the Baldrige framework helps an organization make more profit, the organization will engage in corporate social responsibility. This applies to all businesses, including service, manufacturing, non-profit, education, government, and healthcare.

Furthermore, practicing corporate social responsibility is key to getting the Malcolm Baldrige National Quality Award, the US's highest national award for excellence. A company that engages in corporate social responsibility likely wins this award, while those who don't participate have minimal chances of winning the prize (Bandyopadhyay & Leonard, 2016). Corporate social responsibility is one of the oldest elements of the Malcolm Baldrige National Quality Award. CSR has been a criterion for Performance Excellence since 1988, when the award was incepted (Jankalová & Jankal, 2017). Corporate social responsibility is thus a key factor for achieving performance excellence. It is believed that a socially responsible organization is more likely to be financially successful. Therefore, engaging in corporate social responsibility gives a company an upper hand in achieving the coveted award of excellence.

Conclusion

Baldrige award program is generally essential to all business organizations. The core principles of Baldrige criteria are critical in the improvement of an organization's operations. The principles ensure order and effective communication, proper management, transparency, and human resource improvement hence general increment in an organization's standards, putting it in a better position to compete in the global market. Baldrige also covers the entire of an organization by diving its model. It focuses on the seven broad categories of the workforce, customers, leadership, strategic planning, process management, measurements, and results. Identifying and recognizing role-model organizations gives other small upcoming organizations to benchmark the model organizations to improve on various areas, giving them a better opportunity to grow, hence commendable for organizations. Although prescriptive, the Baldrige framework is key to empowering and increasing an organization's competitive advantage.

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