



CRITERIA CHAMPION CLASS

February 25 & 26, 2010 in Colchester

Location: Vermont Council for Quality, 480 Hercules Drive, Colchester, VT

About the Course: The Vermont Council for Quality's Criteria Champion course is a 2-day program on the advanced concepts of the Performance Excellence Criteria. This course gives participants an in-depth understanding of the Core Values, Organizational Profile, and the seven Criteria Categories, including the key linkages between them. The program uses the Malcolm Baldrige Criteria as the primary framework. The course will include lecture, group discussion, and exercises.

Course Objectives:

- Understand the Core Values found in high performing organization and their linkage to the Criteria
- Understand the importance of an Organizational Profile
- Research and analyze Baldrige Categories, Items, and Areas to Address through the use of the Criteria for Performance Excellence book and the Baldrige Express assessment tool
- Identify the linkages between Criteria Categories
- Understand point values and scoring guidelines
- Understand the requirements to evaluate Criteria Items
- Understand the importance of self-assessment
- Identify strengths and opportunities for improvement within your organization

Who Should Attend

- Anyone interested in improving the performance of their organization
- Individuals who are interested in becoming a VT Performance Excellence Examiner

Registration Fees: This 2-day class includes course materials, light breakfast, and lunch.

VCQ Member: \$450 Non-Member: \$550 VT Training Program Grants: \$250/person*

Grants and Scholarships are available for any Vermont industry in **health care, manufacturing, IT, telecom, or environmental through a partnership with the VT Training Program at the Department of Economic Development. Full scholarships are limited. Register early! Call VCQ at 655-1910 for details.*

Cancellation Policy: Registration fees must be paid on or before the workshop date. Fees cover course materials, continental breakfast and lunch. Registration fees will be credited 90% for cancellations made 3 business days prior to the workshop. Within 3 business days of the workshop, only substitutions will be accepted. No-shows will be charged the full registration fee. Classes may be cancelled if there are less than 6 people. If this does occur, you will be contacted one week prior to the class to reschedule.

The Next Steps...

Vermont Examiner Training begins with two webinars and one on-site training in the Fall of 2010.

Name: _____ Title: _____

Company/Organization: _____

Address: _____

Phone: _____ Fax: _____ E-Mail: _____

Method of Payment: Check Enclosed Credit Card

MC/Visa/AMEX # _____ Exp. Date: _____

Vermont Council for Quality

480 Hercules Drive ♦ Colchester, VT 05446

Phone: (802) 655-1910 ♦ Fax: (802) 655-1932

info@performanceexcellence.com ♦ www.VermontQuality.org