



Presents

# RAISING THE BAR

*Thriving by Continuous Improvement*

A One-Day Introduction to Performance Excellence Criteria

**February 10, 2010**

8:30 am - 4:30 pm

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

## Course Objectives:

**Raising the Bar** is a one-day introduction to Performance Excellence, the first step on the Journey to Performance Excellence through VCQ. It provides an overview of the Malcolm Baldrige Criteria for Performance Excellence and scoring guidelines that are the basis of an effective management system that drive performance improvement. The class will include lecture, group discussion, and exercises covering:

- Core Values to Achieve Performance Excellence
- Integrated Management System for Performance Excellence
- Criteria for Performance Excellence Framework
- Importance of Organizational Profile
- Self-Assessment Options for Organizational Performance
- Practical Applications of the Performance Excellence Criteria with local and national organizations

## Who Should Attend?

- Anyone interested in improving the performance of their organization
- Previous participants of VCQ's Raising the Bar to learn the updated criteria

## Registration Fees:

All classes include all course materials, light morning refreshments, lunch and breaks.

VCQ Member: \$225/person     Non-Member: \$275/person     VT Training Program Grants: \$125/person\*

*\*Grants and Scholarships are available for Vermont industries 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. 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.

## Role Model Organizations Achieve Results!

- **Blue Cross and Blue Shield of Vermont** (VCQ's 2007 Governor's Award Recipient) is the state's oldest and largest private health insurer, providing coverage for about 180,000 Vermonters. It employs over 350 Vermonters at its headquarters in Berlin and its full-service field office in Williston, and has offered group and individual health plans to Vermonters for more than 60 years. With a strong focus on performance improvement, BCBSVT has gone from a lagging service organization to one of the best health plans in the country. BCBSVT has been recognized as a leader in the state and nationally for its community leadership (AHIP Community Leadership Award), quality of care and service (U.S. News and World Report/NCQA's Top 50 Health Plans) and the quality of its workplace (Vermont "Best Places to Work" in 2006 and 2007 and the Governor's Award for Worksite Wellness).
- **VA Medical & Regional Office Center** in White River Junction, VT, recipient of the 2003 Vermont Governor's Award for Performance Excellence, is a 60-bed teaching hospital affiliated with the Dartmouth Medical School and the University of Vermont, College of Medicine, as well as numerous other nursing and allied health programs. Through quality-minded leadership, a culture of continuous improvement, and dedicated staff who maintain a strong focus on patient satisfaction, the hospital has achieved role model practices and results in the key categories of the Performance Excellence Criteria, based on the Malcolm Baldrige National Quality Award. Employee turnover rate continues to be below 10%. "All employees" satisfaction surpasses VA New England and national VA averages in many key areas.
- **Waitsfield and Champlaine Valley Telecom**, recipient of the 2001 Dean C. Davis Award, 2000 Vermont Governor's Award for Performance Excellence and 2000 Vermont U.S. Senate Productivity Award, is a full service telecommunications provider in Waitsfield, VT. Customer retention increased by focusing on exceeding customer expectations. By providing advanced telecommunications to the Mad River/Champlaine Valley region, revenues have increased steadily over a five year period. Employees receive specialized training to better serve the customer.
- **Vermont Office of Child Support**, recipient of the 2004 & 2000 Vermont Achievement Award, 2000 Vermont U.S. Senate Productivity Award, and 2008, 2006, 2002, and 1998 Commitment Award. In Federal Fiscal Year 2002, child support was collected on 72% of Vermont cases versus the national average of 54%.
- **Rhino Foods, Inc.**, recipient of the 2002 Excellence in Action Award, and 2002 & 2003 Commitment Award. The Employee Exchange Program best practice contributed to substantial annual savings. Additional savings were noted in unemployment insurance taxes, training costs, production inefficiency, and recruiting and hiring costs.

### The Next Step...

Once you have completed the "Raising the Bar" workshop, continue your journey with the Criteria Champion Class on February 25 & 26, 2010!

*Please register me for "Raising the Bar: Thriving by Continuous Improvement" on February 10, 2010:*

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Company/Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Method of Payment:     Check Enclosed                       Credit Card

MC/Visa Credit Card # \_\_\_\_\_ Exp. Date: \_\_\_\_\_

VCQ Member: \$225/person     Non-Member: \$275/person     Vermont Training Program Grants: \$125

### Vermont Council for Quality

480 Hercules Drive, Colchester, VT 05446

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

[info@performanceexcellence.com](mailto:info@performanceexcellence.com) ♦ [www.VermontQuality.org](http://www.VermontQuality.org)