

## **Minutes**

### **Meeting of the Judges Panel for the Malcolm Baldrige National Quality Award**

Baldrige Performance Excellence Program • National Institute of Standards and Technology  
August 26, 2015

#### **Attendees**

*Judges:* Kenneth Davis, Michael Dockery, Gregory Gibson, Laura Huston, Miriam Kmetzo, Sharon Muret-Wagstaff, Michael Sather, Kenneth Schiller, Sunil Sinha, John Timmerman, Roger Triplett, Fonda Vera

*NIST:* Dawn Bailey, Rebecca Bayless, Ellen Garshick, Robert Hunt, Renée Norris, Robert Fangmeyer, Barbara Uglich, Nancy Young

Laura Huston, chair of the Judges Panel, called the meeting to order at 7:45 a.m. The judges and staff members introduced themselves. Huston encouraged the judges speak freely during the meetings and to share with new Panel members their guidance on completing the judging process effectively.

The judges reviewed and unanimously approved the minutes from their meeting on June 10, 2015.

Renée Norris noted that the objective for the meeting was to select applicants that would receive a site visit for clarification and verification of information, making sure not to exclude any potential Malcolm Baldrige National Quality Award recipients. She presented a historical overview of data on the award process and noted a change to the Independent Review process: a telephone call among the applicant, the examiner team leader, and a NIST monitor to clarify elements of the Organizational Profile and the applicant's business model.

Norris oriented the panel to the Judges' Applicant Book, which contained blinded Independent and Consensus Review scoring profiles of the 2015 award applicants. She reviewed the composition of examiner teams and the rules for the judges' voting on applicants to receive site visits.

The judges independently reviewed the scoring profiles, held discussions, and selected 12 of 26 applicants to receive site visits: 1 of 2 small business applicants, 1 of 4 education applicants, 8 of 16 health care applicants, and 2 of 4 nonprofit applicants.

The judges then verified potential individual conflicts of interest identified by the Baldrige Program and identified their additional conflicts based on data not held by the program. Robert Hunt noted that any judge with a real or perceived conflict of interest would not receive information on or participate in any discussions regarding that applicant, including deliberations on whether to recommend the applicant for the Baldrige Award.

Huston reviewed the roles and responsibilities of the lead judge assigned to an applicant, the backup judge, and the remainder of the panel. With Hunt, she reviewed the process judges will follow as lead judges. Hunt and Huston then reviewed the schedule for receiving and uploading materials for the November 2–6 Judges' Meeting and procedures followed before, during, and after that meeting.

Hunt reviewed modifications in the site visit process resulting from the work of the Site Visit Improvement Team. The goals were greater standardization and more efficient use of time.

Sunil Sinha presented materials on health care metrics, with an emphasis on trends in the use of federally mandated, publicly reported measures for Medicare patients and the appropriate use of these measures in judging health care applicants. Norris noted that site-visited organizations in health care will provide the site visit teams with the two most recent reports from the Center for Medicare and Medicaid Services.

The meeting was adjourned at 3:00 p.m.

*Laura Huston*

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Laura Huston, Chair

*18 Sept 2015*

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Date