

Minutes

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

Baldrige Performance Excellence Program • National Institute of Standards and Technology

August 17, 2016

Attendees

Judges: Kenneth Davis, Michael Dockery, Tammy Dye, Gregory Gibson, Laura Huston, Miriam Kmetzo, Lawrence Ramunno, Kenneth Schiller, Diane Springer, John Timmerman, Roger Triplett, Fonda Vera

NIST: Dawn Bailey, Rebecca Bayless, Mary Eastman, Robert Fangmeyer, Ellen Garshick, Robert Hunt, Gail Lantion, Renée Norris, Darren Lowe, Christine Schaefer, Nancy Young

Laura Huston, chair of the Judges Panel, called the meeting to order at 8:00 a.m. The judges and staff members introduced themselves. Baldrige Program Director Robert Fangmeyer thanked the judges for their attendance and willingness to participate in an important step in the Malcolm Baldrige National Quality Award process.

The judges reviewed and unanimously approved the minutes from their meeting on June 8, 2016.

Renée Norris noted that the objective for the meeting was to select Baldrige Award applicants that would receive a site visit for clarification and verification of information, making sure not to exclude any potential Baldrige Award recipients. She presented an overview of historical data on the award process and noted two changes in 2016: (1) the criteria for being considered a member of the 2016 Board of Examiners—formerly completion of training—are now completion of training plus completion of an Independent Review Scorebook, and (2) all examiners now receive definitive assignments, eliminating the “swing pool” for alumni examiners.

Norris oriented the panel to the Judges’ Applicant Book, which contained blinded Independent and Consensus Review scoring profiles for the 2016 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 15 of 34 applicants to receive site visits: 2 of 2 service applicants, 2 of 3 small business applicants, 1 of 4 education applicants, 8 of 21 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 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.

Hunt reviewed the roles and responsibilities of the lead judge assigned to an applicant, the backup judge, and the remainder of the panel. Hunt and Huston reviewed the process judges will follow as lead judges, the schedule for receiving and uploading materials for the October

30–November 4 Judges’ Meeting, and procedures followed before, during, and after that meeting.

Fangmeyer discussed current program issues with the judges, including the categorization of education applicants that offer both high school and postsecondary or adult education courses. Such organizations currently apply as K–12 organizations, which pay discounted application fees. The judges advised the program to categorize these organizations in a manner that better reflects their offerings.

Kenneth Davis 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.

Huston noted that, in light of potential changes in education law expected in 2017, the education sector judges would prepare a briefing for the August 2017 meeting.

The meeting was adjourned at 2:30 p.m.



Laura Huston, Chair



Date