

2 Day Workshop on

MALCOLM BALDRIGE FRAMEWORK FOR PERFORMANCE EXCELLENCE

21 - 22 May 2019, Bengaluru

The Baldrige Criteria for Performance Excellence is accepted around the world as the gold standard for organizational performance excellence - a body of principles and considerations that when used as a management framework lead to improved performance results in organizations, from less defects, better health care outcomes, and improved effectiveness to more satisfied and engaged customers, patients, and students to improved financial and market share results.

The Baldrige framework is used by Business Organizations, Healthcare providers, Educational institutes alike.



AIM

The Workshop aims to equip participants to gain understanding of the model criterion, process, result maturity and scoring.



Understand the
Core values and Criteria
of the MBNQA Model.



Understand the maturity
aspects of processes (ADLI)
and Results (LeTCI)



Understand the process
of scoring based on
experiential learning.

FEE

Rs 20,000/- per participant + GST

CONTACT

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FACULTY

The faculty is a distinguished trainer and an expert on the Baldrige framework and has led several assignments as a senior Assessor on domestic and international assignments with close to 25 years of Industry experience across several sectors.

NOTE: Active CII Assessors have a potential opportunity of enrolment for assessments based on the Baldrige framework administered by CII. However, attending this program does not qualify new participants for participating in the CII EXIM Bank Award for Business Excellence