How Can Your Organization Survive in these Challenging Times?

Today’s world moves faster than ever before. The world-wide financial industry is in free fall. Millions of jobs are being outsourced to other nations, and bankruptcy and layoff announcements have become part of our daily lives. How can your organization confront such a threatening and uncertain world?

You can survive, and even thrive, in these times by using the Baldrige Criteria for Performance Excellence to manage your organization. The Baldrige framework was developed in the 80’s, when U.S. leaders became concerned about our nation’s ability to compete in an ever-growing global marketplace. The Baldrige Criteria are continually updated to address a dynamic environment and are used by thousands of world-class organizations to compete and succeed in a challenging marketplace.

Upper Chesapeake Health is driven by a commitment to provide best practices to our customers. Our culture of excellence is built on quality, service, and financial strength, and the Baldrige Criteria provide a solid framework to align these standards and values. - Lyle Sheldon, President/CEO, Upper Chesapeake Health

How Can You Help?

The Foundation needs the support of many individuals and organizations to accomplish its mission and vision, and to continue helping organizations improve their processes, accomplish outstanding results, increase their sustainability and achieve world-class status.

The Maryland Performance Excellence Foundation is a tax exempt, charitable organization under Section 501(c)(3) of the Internal Revenue Code, and contributions to the Foundation are tax deductible. With an operating budget of $275,000 for staff, office, operations, training, awards process, conference and more, the Foundation needs your financial support. Contributions may be made online at www.marylandexcellence.org via PayPal or mailed to the Foundation.

We invite you to become a Partner in Excellence as an individual or organization, and support the continuance of Maryland’s awards process. Donors will be recognized in the following categories:

- **Stakeholders**
  - Under $100
  - $100 - $499

- **Trendsetters**
  - $500 - $999

- **Innovators**
  - $1000 - $2499
  - $2500-$4999

- **Leaders**
  - $5000-$9999

- **Visionaries**
  - $10,000 & Over

**Maryland Performance Excellence Foundation, Inc.**

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Chimes, 2006 U.S. Senate Productivity Award Recipient
"Custom Direct is deeply rooted in its core values of respect, integrity, continuous improvement, customer centered, profitable growth and teamwork. These values are the foundation that support our quality Pillars of the Baldrige Criteria and LEAN, and are the driving principles that sustain our vision to become a world-class company. We view the Baldrige Criteria as our roadmap to world class status."

Tanya Cook, Director of Quality, Custom Direct

We’re Helping Organizations

Achieve Excellence

Who Operates the Awards Program?

The Maryland Performance Excellence Foundation (MPEF) is a non-profit organization that serves the people and organizations of Maryland by advancing performance excellence through education, assessment and feedback, leadership, sharing of best practices, and recognition. Its vision is that Maryland will be home to the nation’s highest performing organizations, elevating the quality of life for all who live and work in the State.

When is the Next Awards Cycle?

The next awards cycle will kick off in Fall 2009 with the call for Examiners and Award Applicants by October 15. Award applications will be accepted until December 15, Examiner Training will take place in January 2010, application assessment conducted January through April, and the awards presented at the annual MPEA Conference and Awards Ceremony in June 2010.

"People ask why ‘do’ Baldrige. The answer is simple. In a business environment with so many competing demands, the Baldrige Criteria require us to be disciplined and focus on what really matters to our organization - our customers, staff and results - while at the same time affording us the opportunity for first rate feedback from outside business professionals."

Andrew Applegate, President, Asbury~Solomons

What is the Baldrige Criteria for Performance Excellence?

The Baldrige Criteria for Performance Excellence is a management system for high-performing organizations which provides a comprehensive approach to leadership; strategic planning; customer/market focus; measurement, analysis and knowledge management; workforce focus; and the management of processes - all with a goal for data-driven results. The criteria are adaptive and can be used by large and small organizations, manufacturers and service providers, health care and educational institutions, and private and public sector organizations.

The Criteria will not tell you how to run your organization, but give you a framework from which you can assess your organization, improve your processes, and create results to achieve quality outcomes, improve customer and employee satisfaction, and strengthen your bottom line. By using the Baldrige Criteria, your organization can accomplish outstanding results, increase sustainability and achieve world-class status.