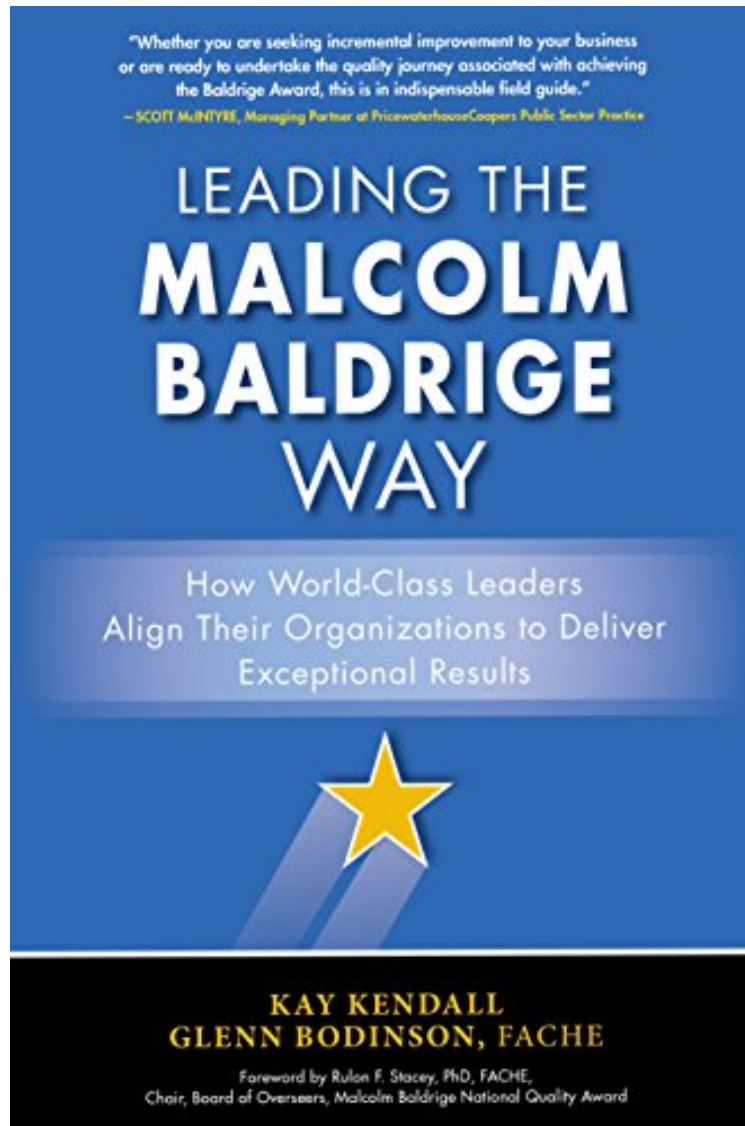


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Kay Kendall, Glenn Bodinson

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Kay Kendall, Glenn Bodinson : Leading the Malcolm Baldrige Way: How World-Class Leaders Align Their Organizations to Deliver Exceptional Results (Business Books) before purchasing it in order to gauge whether or not it would be worth my time, and all praised Leading the Malcolm Baldrige Way: How World-Class Leaders Align Their Organizations to Deliver Exceptional Results (Business Books):

1 of 1 people found the following review helpful. A Must-Read Guide to Exceptional Results By D. H. Schmalensee This is a must-read book for leaders of any organization that wants a road map to exceptional results. It works for organizations in any industry (education, healthcare, services, manufacturing, government or nonprofit), and it can help organizations that are in crisis as well as those that are doing "pretty good". It explains in clear language and short, readable chapters, exactly why and how to boost the organizational culture, employee engagement and senior leadership that are essential to improving customer satisfaction and loyalty, employee loyalty, and financial performance. Using many examples of firms that are recognized as among the best in the nation, it proves that using the Malcolm Baldrige approach will help organizations outperform 75% to 90% of others in their industries. I plan to share this with business friends and colleagues. It's like a quick MBA course in performance excellence.

0 of 0 people found the following review helpful. You won't regret reading this book By Bill Denney This book is so valuable and useful, and filled with so much organizational knowledge in a small package, that I'm not sure where to begin to convince you that it will change your perspective on how organizations should be run. It is in part about the Baldrige Framework. That's the first part of the title and while information about it is sprinkled throughout the book, much useful detail about Baldrige may be found in the appendix. But it's the second part of the title that should capture your attention. Whatever your job, volunteer position, role on Boards or leadership of people and organizations, you must be concerned about alignment to deliver results. This book looks at this dilemma from primarily three perspectives.

ENGAGEMENT: The author's note, "Study after study cites a clear correlation between increasing employee engagement and improving performance in results. Yet many organizations make no attempt to engage their staff. You will find many useful examples in this book."

LEADERSHIP: Among so many other things, leaders develop and communicate a compelling vision. They create transparent organizations and build trust. They compare themselves to others, set aggressive targets, welcome feedback and have an open door policy that allows them to learn and improve.

EXECUTION: Successful organizations put structures in place to support people in doing their jobs and take away obstacles. Workers are not only given responsibility and accountability but the authority to execute and overcome challenges. The details about these areas discussed in the book, will set your mind racing about how you might begin to change your church, your school, your business, your nonprofit, your healthcare and any structures and relationships that matter in your life.

0 of 0 people found the following review helpful. This book will show you how to "hard-wiring" in quality in an organization, versus just talk about it. By Customer "Build it (quality) and they (the awards) will come," to quote a popular movie. If your organization is interested in building—and I mean really "hard-wiring" in quality—then this is the book for you. This is an insightful, research-based, rich with stories and case studies book that can only be written by authors who know what they are talking about. I love this book. I do strategic planning with hundreds of health care companies and this is the definitive easy-to-read guide for leaders building quality organizations and/or pursuing quality awards. It is based on interviews and experiences with CEOs and leadership teams. This book has depth.

The definitive guide to implementing Baldrige Criteria in any organization—from the team that has worked with 18 Malcolm Baldrige Award winners For organizations in both the public and private sectors, the coveted Malcolm Baldrige National Quality Award is the gold standard to which all leaders aspire. With this action-ready guide from the renowned experts at BaldrigeCoach, you too can master the principles of Baldrige Criteria, harness the power of performance excellence, and achieve award-worthy results. Learn how to:

- * Drive employee engagement to exciting new levels
- * Create an organizational culture that energizes everyone
- * Maintain upward momentum, even in a downturn
- * Counteract negativity and entitlement with positive feedback
- * Get your senior managers on board and up to speed
- * Cultivate strong leaders and build powerful teams
- * Accelerate excellence throughout your organization

Whether you're a top-level executive or a mid-level manager, whether your organization is large or small, succeeding or flailing, *Leading the Malcolm Baldrige Way* gives you all the tools you need to engage every one of your employees using data and strategies that work. This proven approach gives you a complete framework for continuous improvement, with a focus on benchmark objectives, employee initiatives, and workforce alignment. Combining the best practices of some of the best leaders in the world today, these techniques will help you create a strong, effective organizational culture that will propel your team to victory. Filled with candid CEO interviews and powerful new insights, it's a complete master class in succeeding and leading—the Malcolm Baldrige way.

From the Back Cover "We Baldrige aficionados love to brag that the Baldrige Criteria is non-prescriptive. Unfortunately, this leaves a new leader at a loss for a source of the answers." This book is a source of the answers assembled by two of the foremost Baldrige consultants culled from many Baldrige leaders and from working with and for an extensive list of high-performing organizations. The information is provided through quotes and anecdotes that provide convincing evidence, key learnings, and insights. I wish that I had this book available to me when I started our Baldrige journey! —E. David Spong, Retired leader of Boeing Mobility formerly Airlift Tanker (Baldrige Award recipient in 1998) and Boeing Support Systems formerly Aerospace Support (Baldrige Award recipient in 2003) "How much better of a game plan can you have than what Glenn and Kay have put

together in this book? That is, if you want to take your company to world class status. Winners are willing to do the things that others aren't. It's that simple. A great read for any executive."--Jordan Case, President of Park Place Lexus (Baldrige Award recipient in 2005)"It took Elevations Credit Union 55 years to generate \$63 million in capital. In April 2009 we began deploying the concepts outlined in this book. Five years later when we received the Malcolm Baldrige National Quality Award, we had doubled our capital while reducing the overall risk of the credit union . . . during the Great Recession. Read more about our journey in this book."--Gerry Agnes, President and CEO of Elevations Credit Union (Baldrige Award recipient in 2014)"Transforming organizations to make them more agile, efficient and market- focused has become a competitive imperative. Using the proven Baldrige framework and relying on deep expertise to generate sustainable results and competitive advantage, the authors provide an indispensable perspective and valuable advice towards achieving a quality transformation. Whether you are seeking incremental improvement to your business or are ready to undertake the quality journey associated with achieving the Baldrige Award, this is an indispensable field guide."--Scott McIntyre, PricewaterhouseCoopers Public Sector Practice Managing Partner"Kay and Glenn have combined their decades of experience to research and highlight world-class examples of employee engagement, and why it matters. A must read for any organizational leader."--Al Faber, President and CEO, Baldrige Foundation"The life we live is guided by the books we read. The bible guides many of us on how best to live our lives. The Baldrige principles and this book really shape how we lead our organizations and how we create the best possible outcomes for the people in them."--Tommy Gonzalez, City Manager of the City of El Paso and former City Manager of the City of Irving (Baldrige Award recipient in 2012)"As a leader whose leadership has been transformed using the Baldrige Criteria for Performance Excellence, I greatly recommend this book. I know firsthand that using the Baldrige Criteria has helped my organization attain improved alignment and exceptional results. Read this book if you desire a systematic way to improve. Your leadership will be positively impacted!"--Dr. JoAnn Sterneke, Superintendent, Pewaukee School District (Baldrige Award recipient in 2013)"The authors did a great job highlighting many Baldrige winning organizations across various industries giving readers different perspectives and scenarios to apply the information. The objectives and checklists that book-end each chapter really give the readers a solid set up and time for reflection. The book is organized, clear to follow, and easy to navigate. I recommend this book to any person who is interested in continual improvement, winning results, and achieving ever increasing levels of operational excellence."--Ken Schiller, Co-owner and Cofounder of KN Management (Baldrige Award recipient in 2010)"This book is the perfect tool for any leader interested in unlocking their team's potential through an energized and connected workforce. Kay and Glenn have done a great job in describing pathways which address a wide variety of the situations every leader will experience throughout a career. I wish it had been on my bookshelf for the last 30 years!"--Stan Waterhouse, President and Chief Executive Officer, Senior Quality Lifestyles Corporation"Among its other strengths, this book illustrates how the Baldrige approach is highly complementary and supportive of the Lean methodology, both as a detailed improvement system and high-level culture. Engaging employees has long been understood to be a way of improving quality, delighting customers, creating a better workplace, and succeeding as an organization over the long term. This book is full of stories that will inspire you in your journey toward a Baldrige Award or, more importantly, meaningful continuous improvement and sustained success."--Mark Graban, Author of Lean Hospitals and co-author of Healthcare Kaizen

Author Kay Kendall (Richardson, TX), is a principal and CEO of BaldrigeCoach, a professional consulting firm focused on helping organizations achieve exceptional performance. She spent more than 20 years as a quality executive leading large-scale change initiatives across diverse industries, including aerospace, semiconductor automation equipment, computers and storage devices, and pharmaceuticals. In addition to her background as a Lean Six Sigma Master Black Belt, Kay has extensive experience using the Baldrige Criteria, the Balanced Scorecard, Hoshin Kanri, and benchmarking to deliver superior results.

Glenn Bodinson, FACHE (Richardson, TX) spent 24 years with ATT (Western Electric and Lucent Technologies). He then founded BaldrigeCoach in 1989 to help organizations become more productive, profitable, and fun places to work through the power of Performance Excellence. As a Vice President with the Hogan Center, Glenn coached clients through a two-year program centered around creating an organizational culture of continuous improvement. Hogan Center clients went on to win five Baldrige Awards. Glenn is a Six Sigma Black Belt and Fellow of the American College of Healthcare Executives (FACHE).