**The Baldrige Examiner Training Experience**

**EXAMINER PREPARATION COURSE**

| **Course Overview:**This 2 ½ day on-site practice lab session is designed to prepare individuals selected for the Baldrige national Board of Examiners to conduct an independent review of Baldrige award applications. It follows a pre-work assignment that requires 40 – 60 hours of independent work 1) studying on line modules familiarizing the student with fundamental Baldrige concepts, and 2) completing a partial independent review of a fictitious applicant. The course also accommodates those who are not on the Board of Examiners but seek an in-depth understanding of the holistic process used to evaluate award applications and provide feedback to applicants using the Baldrige Criteria for Performance Excellence to help them improve their processes and business results. A fee is charged for non-examiners.**Course Objectives**After completing this program, participants will be able to:* Apply Baldrige Criteria requirements to a fictitious case study
* Evaluate Baldrige award applications using a six-step evaluation process
* Produce feedback to help the award applicant improve processes and results
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**Competencies Addressed**

* Award Process knowledge and skill
* Knowledge of Baldrige Criteria
* Team Skills
* Feedback Writing Skills
* Analytical Skills

**NEW EXAMINER ORIENTATION COURSE**

**Course Overview:**

This 1-day on-site orientation session is designed to orient new examiners and those attending the Examiner Preparation Course for fee to the Baldrige Program and volunteer work performed by hundreds of Baldrige examiners every year. This course covers the history and structure of the Baldrige Performance Excellence Program, the Ethical Code of Conduct for examiners, and provides a practice session using the pre-work case study to build confidence going into the Examiner Preparation Course.

**Course Objectives**

After completing this program, participants will be able to:

* Demonstrate working knowledge of the Baldrige Program, the evaluation process, and their role in the process.
* Working with senior level examiners, perform a partial evaluation of an award application.
* Identify personal strengths and opportunities for development based on feedback received during the session from peers and experienced examiners.