Begins with a rotating NIST ID animated cube

Followed by a question “What did you think of the Baldrige Fellows Program overall?”

And the Executive Fellows Program LOGO, part of the Baldrige Performance Excellence Program, shows a Baldrige ribbon with star, shades of blue.

A series of speakers against a plain background.

[ Music ]

Brad Mitchell

President

Global Logistics and Distribution

UPS Supply Chain Solutions

I think the Baldrige Program really is a, it's a hidden gem. I say to people I didn't even know that there was only one D in Baldrige 12 months ago, and I look at the journey I've been on where I've gone and what I've learned, and the people I've met, and the best practices that have been shared, and I've been enriched by the experience, I think others would be too.

Rob Hagans

Chief Financial Officer

AARP

I have enjoyed the Baldrige Fellows Program, AARP is a 53-year-old organization that is growing very rapidly, very dramatically. My concern has been that if we don't embark on a journey of continuous process improvement that we'll crumble under the weight of this growth opportunity.

Doug Griffin

Vice President, Global Brand Management and Corporate Marketing

AGCO Corporation

The perception of the Baldrige Program prior to coming into this was that it's all about another quality program, and I've since come to realize it's a whole lot more than another quality program, it's a program that from A to Z allows your organization to become more effective, and more profitable, and just a better overall functioning company.

Meg McGoldrick

Chief Operating Officer

Abington Memorial Hospital

Well, the Baldrige Fellowship has really been an opportunity for me to meet with and learn from organizations that have won the Baldrige Award from their leadership directly about how the Baldrige criteria have helped to make them more effective, and make their organizations more successful. I think one of the more important aspects has been really understanding the results that they've been able to achieve.

John O. Smith

Global Sourcing & Supply Chain Director, Thermosets

Dow Chemical

The Baldrige Fellows Program I highly recommend, it's a great opportunity to learn about Baldrige, it's a great opportunity to network with executives from other industries. What I've learned is invaluable, and I know it will help those that participate for the long term.

Michael Woronka

Chief Executive Officer

Action Ambulance Service, Inc.

The program was outstanding in terms of putting different leaders from different organizations together and using a peer environment to develop the concepts and to work through the concepts of the Baldrige Criteria.

John McCarville

Senior VP Global Supply Chain and IT

Griffith Labs Worldwide

I think the Baldrige Fellows Program really wakes someone up to what is possible. I love the saying, don't tell the people who are doing it, it can't be done.

Wayne Foraker

Senior Director, Office of

Institutional Assessment

University of Phoenix

The Baldrige Fellows Program, for me, presented some unique insight into the, the inner workings in the minds of Baldrige recipients, and you're talking to their key executives, key management team, and you really get to listen to what their thoughts are, and what their journey was all about.

Ziad Haydar

Vice President, Clinical Excellence

Ascension Health

I do recommend the Baldrige Program to other executives. I do think that every executive in any industry should have some familiarity with the structure and the discipline of the Baldrige Program.

Bob Barnett

Executive-in-Residence

Baldrige Executive Fellows Program

What I would say to people considering whether or not they would want to spend time becoming a Baldrige Fellow is, again, back to three things they're going to get, they're going to learn about the criteria, they're going to see how other organizations have applied the criteria towards performance excellence, and they're going to spend some time with some very talented other Fellows that are going to allow them to learn and network within the organization.

 [ Music ]

Music by JasonShaw@audionautix.com

For further information, contact the Baldrige Executive Fellows Program

301-975-3026 or baldrige.nist.gov.