# MINUTES

# JUDGES PANEL OF THE MALCOLM BALDRIGE NATIONAL QUALITY AWARD

## Baldrige Performance Excellence Program

**National Institute of Standards and Technology • November 9–12, 2020 • via Videoconference**

## Attendees

*Judges:* Allison Carter, Glenn Crotty, Kevin Johnson, Amy Katschman, Christopher Laxton, Kevin McManus, Brigitta Mueller, Bruce Requa, Patricia Skriba, JoAnn Sternke, Meridith Wentz, Gary Wilson

*NIST:*  Jamie Ambrosi, Dawn Bailey, Rebecca Bayless, Jacqueline DesChamps, Mary Eastman, Robert Fangmeyer, Barbara Fischer, Ellen Garshick, Harry Hertz, Robert Hunt, Scott Kurtz, Darren Lowe, Christine Schaefer, Robyn Verner, Kelly Welsh

Allison Carter, chair of the Judges Panel, welcomed the participants. Baldrige Program Director Robert Fangmeyer thanked the judges for their participation and reviewed the goal of the meeting: to identify role-model organizations that can share best practice with others.

The minutes from the August 19, 2020, meeting were unanimously approved.

Robert Hunt reviewed the judging process, including procedures for judges having conflicts of interest with any of the applicants under discussion, and voting procedures. Hunt, Fangmeyer, and the judges responded to clarifying questions from other judges. Hunt then reviewed the number and distribution of applicants and the makeup of site visit teams deployed for the 2020 award process.

## Site-Visited Organizations

* Week 1: 3 site visits in health care
* Week 2: 5 site visits in nonprofit and small business

An additional organization selected for a site visit declined the visit.

## Recommendations for the Malcolm Baldrige National Quality Award

* 2 health care organizations
* 2 nonprofit organizations
* 1 small business

Fangmeyer thanked the judges for their work and dedication, particularly departing judges Glenn Crotty, Kevin McManus, and JoAnn Sternke.

The meeting was adjourned at 4:30 p.m., November 12, 2020.

I hereby certify that, to the best of my knowledge, the foregoing minutes are accurate and complete.

Allison Carter

Chair

Judges Panel

X/X/2020

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Allison Carter, Chair Date