

Contact us about on-site training for your business or organization!

See our website in December for the latest in Training & Educational Events as well as for coaching and/or facilitation opportunities! Public workshops including Examiner Training are being planned for Farmington/Gallup, Albuquerque, Santa Fe/Los Alamos/Espanola/Taos, Silver City/Las Cruces/Deming, and Carlsbad/Hobbs/Lovington/Artesia/Roswell.

WWW.QualityNewMexico.org

Custom Workshops: All of the workshops below can be customized to suit small or large businesses, education, government, health care, or non-profit organizations. Custom workshops can be held at your location for six or more participants. Group rates and training packages are available. Reduced pricing for Quality New Mexico partners.

To Reserve a Training Event: Please contact Jeff at Quality New Mexico to discuss your educational and training (as well as coaching/facilitation) needs.

Online: www.qualitynewmexico.org Email: jeff@quality-newmexico.org Phone: 505-944-2003 Fax: 505-944-2002

Why Baldrige? An Introduction to Performance Excellence (half day)

This workshop is designed for senior leaders and other busy professionals seeking an overview of the Baldrige Excellence Framework, and examples of organizations who have benefited by this approach. You will learn:

-) The New Mexico Performance Excellence Awards (NMPEA) Program process and its relationship to the Malcolm Baldrige National Quality Award
-) The Core Values that are the foundation of the Baldrige framework
-) Why this systematic approach will help you, your customers, your employees, and your bottom-line
-) How to introduce Baldrige to your business or organization

Managing for Performance Excellence (full day)

This workshop is designed for organizational managers and work teams who seek a better understanding of the Baldrige principles for continuous improvement. You will learn:

-) Best practices from businesses and organizations who have applied the Baldrige Criteria for outstanding results
-) A proven business management framework through hands-on exercises and small group discussion
-) The systematic nature of the Baldrige approach to Performance Excellence as a strategy for continuous improvement
-) How to do a self-assessment using the Baldrige Excellence Framework to improve your organization

Your Organizational Profile: The First Step (full day)

This workshop is designed for businesses and organizations that are embarking on the Path to Performance Excellence, including the option of submitting an NMPEA Adobe Assessment. You will learn:

-) The importance of your Organizational Profile as a foundation to effectively starting your Performance Excellence Journey
-) How to use graphic organizers to get a birds eye view of your organizational structure
-) How to identify your organization's business environment and key relationships

Baldrige for NMPEA Applicants (full day)

This workshop is designed for businesses and organizations seeking an in-depth approach to initiate and sustain organizational improvement through adoption of the systematic Baldrige approach and likely submittal of a NMPEA application. You will learn:

-) A thorough understanding of the Baldrige Criteria requirements
-) Techniques for benchmarking and strategic planning
-) How to implement action plans and track results
-) To incorporate Core Values, and best practices throughout your organization

Profiles in Excellence (full day)

This workshop is designed for individuals and organizations interested in learning how New Mexico Performance Excellence Award and Baldrige National Quality Award recipients have achieved world-class results. You will learn:

-) Strategies for positive customer impact, product and service outcomes
-) Organizational breakthroughs that exceed expectations
-) How passionate leadership creates enthusiasm to "walk the talk"
-) The significant gains and market results of role-model organizations

Working with Your Feedback Report (half day)

This workshop is designed for organizations that submitted an application for the New Mexico Performance Excellence Awards and received a Feedback Report. You will learn:

-) How to interpret the Feedback Report as a tool for Continuous Improvement
-) How to use the Feedback Report to build on Organizational Strengths
-) How to use the Feedback Report to develop Action Plans based on Opportunities for Improvement
-) How to implement strategies for Organizational Learning and integration of a systematic approach