Baldrige Basics Examiner Training
Agenda

9:00   Welcome and Introductions

9:10   What’s Expected of Examiners

9:20   The Baldrige Criteria – Overview
       Categories
       Approach – Deployment – Learning – Integration - Results

9:30   Introduction to the Case Study

9:45   The Organizational Profile: what it is, why it’s important
       Hands-on: Organizational Profile

10:45  Break

11:00  Reviewing a Process Item
       Item 3.2 Student and Stakeholder Relationships and Satisfaction
       Hands-on – work the Item

12:00  Reviewing a Results Item
       Item 7.2 Student- and Stakeholder-Focused Results
       Hands-on – work the Item

12:45  What’s Next:
       Complete Case Study review
       Examiner Training September 21-23

1:00   END