The Louisiana Performance Excellence Award will be presented in January 2005. The award is modeled after the Malcolm Baldrige National Quality Award, and it is designed to recognize Louisiana organizations which demonstrate superior quality practices. There are no limitations on size of the organization, and multiple awards are available in each category.

**Board of Examiners**
The Board of Examiners will be comprised of quality and business professionals from across Louisiana. Applications are solicited from quality and business professionals to serve as Examiners for the 2004 year. **NOTE: EXAMINERS MUST TAKE PART IN A PREPARATION COURSE BASED UPON THE CRITERIA, THE SCORING SYSTEM, AND THE EXAMINATION PROCESS. EXAMINERS MUST HAVE TIME AVAILABLE ON SEPTEMBER 21-23, 2004 TO ATTEND THE PREPARATION COURSE IN BATON ROUGE, LOUISIANA. IN ADDITION, EXAMINERS MUST BE AVAILABLE IN SEPTEMBER, OCTOBER AND NOVEMBER TO REVIEW WRITTEN AWARD APPLICATIONS AND TO MAKE SITE VISITS.** The schedule for the Examiner application process for the 2004 Award cycle is:

- **June 16**  Examiner Applications Available on LQF website
- **June 16**  Examiner Applications Mailed Out
- **July 30**  Examiner Applications Due
- **August 7**  Examiner Notification and Information re Baldrige Basics Training Case Study packages issued
- **August 11**  Examiner Baldrige Basics Training
- **Sept. 21-23**  Examiner Training
- **Sept. 23 – Oct. 22**  Independent Review
- **November 8**  Consensus Review
- **Nov. 29 – Dec. 3**  Site Visits for Level III Applicants
- **Dec. 3 – Jan. 3**  Complete Feedback Report
- **Jan 3**  Feedback Report due to Judges

**Fees**
First-time examiners will be charged $150 for the training, which must be submitted with your application. This includes a ½ day orientation session on August 11, and a 2 ½ day training on September 21-23. **Examiners who successfully complete the full assessment process may attend the awards banquet and conference free of charge, a $150 value.**

Returning examiners who successfully completed their previous year’s assessment process will attend examiner training free of charge.

**Examiners canceling less than 10 days before the training will be charged a $25 fee.**
Award Criteria

The award criteria are patterned after the Malcolm Baldrige National Quality Award.

<table>
<thead>
<tr>
<th>Business Criteria</th>
<th>Education Criteria</th>
<th>Health Care Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Leadership</td>
<td>1. Leadership</td>
<td>1. Leadership</td>
</tr>
<tr>
<td>2. Strategic Planning</td>
<td>2. Strategic Planning</td>
<td>2. Strategic Planning</td>
</tr>
<tr>
<td>5. Human Resource Focus</td>
<td>5. Faculty &amp; Staff Focus</td>
<td>5. Staff Focus</td>
</tr>
<tr>
<td>7. Business Results</td>
<td>7. Organizational Performance Results</td>
<td>7. Organizational Performance Results</td>
</tr>
</tbody>
</table>

Selection of Examiners
Examiners who will review written award applications and conduct site visits are selected based on their knowledge of the quality process and their capability to evaluate organizations within the five award categories. Successful applicants will come from business and industry, trade and professional associations, universities, government agencies, education and health care organizations, and from the ranks of the retired. Board members are selected on the basis of their personal qualifications and are not considered representatives of their employers or any other organization. Those selected must meet high standards of qualification and peer recognition.

Examiner Qualifications
- Broad knowledge of total quality
- Breadth and diversity of experience
- Education and training
- Achievements and recognition
- Personal references
- Communication skills

Sector coverage and balance are important selection considerations because Award applicants come from manufacturing firms, service firms, non-profit organizations, government agencies and education organizations. Efforts are made to ensure broad participation and to minimize disproportionate involvement by one sector or by employees from a single company.

Selection Authority
Examiners are appointed by the Louisiana Quality Foundation. Senior Examiners are selected from among the Examiner selectees.

For more information on the Award Application Process, write or call:

Corinne Dupuy (cdupuy@louisiana.edu)
Louisiana Quality Foundation
c/o Louisiana Productivity Center
P. O. Box 44172
Lafayette, LA 70504-4172
Phone: (337) 482-6422
Fax: (337) 262-5472
Selection Factors for the Board of Examiners
Applications for the Board of Examiners are evaluated on the basis of: Breadth of Experience, Diversity of Experience, Leadership and External Representation, Degree of Specialization, and Knowledge of Quality, Business, or Specialization.

Breadth of Experience - refers to having experience in most or all of the seven categories of the Award evaluation. Current or previous positions may show responsibilities for a wide range of activities. For example, employment history may show: supervision of people to understand Human Resource Focus (Category 5), or production supervision to understand Process Management (Category 6), or marketing oversight to understand Customer and Market Focus (Category 3).

Diversity of Experience - (sector coverage) refers to having in-depth experience in several industrial or service sectors [see the Standard Industrial Classification (SIC) codes attached].

Leadership/External Representation - refers to ability to communicate as a spokesperson for the Award, analytical skills to serve as a good Examiner, and interpersonal skills to serve as a good team member.

Degree of Specialization - refers to the extent to which an applicant understands and has applied quality subdisciplines.

Knowledge of quality, business, or specialization - refers to formal studies and accomplishments which may include degrees or certificates earned, papers written, etc.

Composition and Duties of the Board of Examiners
Examiner applicants selected for service will be divided into two categories:

Examiners
Examiners review, comment upon, and score written applications and prepare feedback reports to applicants. They also participate in consensus evaluations and site visits.

Senior Examiners
Senior Examiners review, comment upon, and score written applications and prepare feedback reports to applicants. They also lead consensus evaluations and site visit teams.
Terms and Conditions of Appointment

(1) Completion of Application
Prospective Examiner Board members must submit an Examiner application postmarked no later than July 30, 2004. All Board of Examiner candidates are required to reapply each year. Applicants will be informed of their status in the program by August 7, 2004.

(2) Ethical Standards of Conduct
Board members are expected to carry out their duties and responsibilities in the Award Program in accordance with the Code of Ethical Standards on page 6.

(3) Disclosure of Conflict of Interest
Those selected to serve on the Board must provide information regarding conflicts of interest after completion of the Examiner preparation course. Disclosure includes employers, significant ownership, and client relationships. Such information will be used only for purposes of Board assignments and will otherwise be kept confidential.

(4) Term
The term of Examiners and Senior Examiners is from the time of completion of the preparation course through the Award ceremony.

(5) Time Commitment
Applicants for the Board of Examiners should give careful consideration to the time commitment required to meet the Award review schedule. The actual commitment will depend on the number of applications reviewed and whether the Examiner participates in site visits. Although the program seeks to accommodate varying schedules, Board members must be able to accommodate the program's critical review periods detailed in the Program calendar. A person who is considering applying to become a member of the Louisiana Performance Excellence Award Board of Examiners should be aware that 50 - 80 hours of time may be required to fulfill the commitment between August – October, 2004. The peak workload period will occur from August through October. Review of written Award applications is carried out at the Examiner's work location or at his/her home. The work of the Board will also be conducted by mail, fax, and phone. Travel is primarily required only to participate in the training course and to conduct site visits.

(6) Preparation Course
Participation by members of the Board of Examiners in the preparation course is critical to the Award Program success. The course will include a detailed review of the criteria, scoring system, evaluation process, consensus development, site visit requirements, and code of ethical standards. Board members must attend the 2-1/2 day meeting and must complete a case study evaluation prior to the class. No makeup classes can be provided.

(7) Adherence to Award Processes
Board members are expected to meet all requirements associated with a fair and competent evaluation including use of the Award criteria and scoring system and
meeting site visit requirements. Good documentation and written communication are essential parts of the overall review process.

(8) **Assignments**
The Award Program seeks to provide the fairest, most competent evaluation of each application. Accordingly, Board members are assigned to applications on the basis of their knowledge and experience, consistent with the requirements to avoid conflicts of interest, to apportion the application load equitably, and to adhere to agreed-upon schedules.

(9) **Compensation / Reimbursement**
Fees for firms applying for the Louisiana Performance Excellence Award are kept to a minimum. Consequently, the program needs to operate with maximum voluntary support. The program will pay a per diem rate to Examiners for travel and expenses if the Examiners are not supported by their employers. It is hoped that the employers of many examiners will offer to cover travel expenses as a contribution to the Louisiana Performance Excellence Award program. The Program does not pay honoraria. **The Program does not pay for travel or expenses to attend the examiner training session.** Applicants are requested to indicate on their application whether travel expense reimbursement is required.
**Code of Ethical Standards**

**Declaration of Principles**

Members of the Board of Examiners for the Louisiana Performance Excellence Award pledge to uphold their professional principles in the fulfillment of their responsibilities. In promoting high standards of public service and ethical conduct, Board Members:

- Shall not represent conflicting or competing interests, nor place themselves in such a position where the Board Members' interest may be in conflict, or appear to be in conflict, with the purposes and administration of the Award;

- Shall safeguard the confidences of all parties involved in the judging or examination processes, of present or former applicants, including such information disclosed in the context of communications relating to an anticipated professional relationship with potential applicants;

- Shall not accept retainers, commissions, or valuable consideration from those past or present Award applicants or interested parties in exchange for offering confidential information or disclosures which may in any way influence the Award integrity or process, currently or in the future;

- Shall not serve any private or special interest in fulfillment of the duties of a Judge or Examiner, therefore excluding, by definition, the examination of any company, division, or business unit of which he/she is employed or of which a consulting arrangement is in effect or anticipated;

- Shall not serve as Examiner of a primary competitor of any company, division, or business unit of which he/she is employed or of which a consulting arrangement is in effect or anticipated;

- Shall not intentionally communicate false or misleading information which may compromise the integrity of the Award process or decisions therein.

Furthermore, it is pledged that as a member in good standing of the Board of Examiners, each Board Member shall endeavor to aid the professional development and advancement of the Louisiana Performance Excellence Award as it serves to stimulate Louisiana companies to improve quality and productivity through improved quality management.
### Standard Industrial Classification (SIC) Codes

*Note: The list of codes shown below is only a partial list. Try to find code(s) that match your work experience and list these on the first page of the Examiner Application. If no codes match your work experience, then list no SIC codes.*

<table>
<thead>
<tr>
<th>Code</th>
<th>Sector</th>
<th>Code</th>
<th>Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Agriculture-crops</td>
<td>07</td>
<td>Agricultural services</td>
</tr>
<tr>
<td>02</td>
<td>Agriculture-livestock</td>
<td>40</td>
<td>Railroad transportation</td>
</tr>
<tr>
<td>03</td>
<td>Forestry</td>
<td>41</td>
<td>Local and interurban transport</td>
</tr>
<tr>
<td>09</td>
<td>Fishing, hunting, and trapping</td>
<td>42</td>
<td>Trucking and warehousing</td>
</tr>
<tr>
<td>10</td>
<td>Metal mining</td>
<td>44</td>
<td>Water transportation</td>
</tr>
<tr>
<td>12</td>
<td>Coal mining</td>
<td>45</td>
<td>Air transportation</td>
</tr>
<tr>
<td>13</td>
<td>Oil and gas extraction</td>
<td>46</td>
<td>Pipelines, except natural gas</td>
</tr>
<tr>
<td>14</td>
<td>Nonmetallic minerals, except fuels</td>
<td>47</td>
<td>Transportation services</td>
</tr>
<tr>
<td>15</td>
<td>General building contractors</td>
<td>48</td>
<td>Communications</td>
</tr>
<tr>
<td>16</td>
<td>Heavy construction contractors</td>
<td>49</td>
<td>Electric, gas, and sanitary services</td>
</tr>
<tr>
<td>17</td>
<td>Special trade contractors</td>
<td>50</td>
<td>Wholesale trade-durable goods</td>
</tr>
<tr>
<td>20</td>
<td>Food products</td>
<td>51</td>
<td>Wholesale trade-nondurable goods</td>
</tr>
<tr>
<td>21</td>
<td>Tobacco products</td>
<td>52</td>
<td>Retail building materials</td>
</tr>
<tr>
<td>22</td>
<td>Textile mill products</td>
<td>53</td>
<td>General merchandise stores</td>
</tr>
<tr>
<td>23</td>
<td>Apparel</td>
<td>54</td>
<td>Food stores</td>
</tr>
<tr>
<td>24</td>
<td>Lumber and milled wood products</td>
<td>55</td>
<td>Automotive dealers &amp; service stations</td>
</tr>
<tr>
<td>25</td>
<td>Furniture and fixtures</td>
<td>56</td>
<td>Apparel and accessory stores</td>
</tr>
<tr>
<td>26</td>
<td>Paper and allied products</td>
<td>57</td>
<td>Furniture stores</td>
</tr>
<tr>
<td>27</td>
<td>Printing and publishing</td>
<td>58</td>
<td>Eating and drinking places</td>
</tr>
<tr>
<td>28</td>
<td>Chemicals</td>
<td>59</td>
<td>Miscellaneous retail</td>
</tr>
<tr>
<td>29</td>
<td>Petroleum end coal products</td>
<td>60</td>
<td>Banking</td>
</tr>
<tr>
<td>30</td>
<td>Rubber and plastics</td>
<td>61</td>
<td>Credit agencies</td>
</tr>
<tr>
<td>31</td>
<td>Leather and leather products</td>
<td>62</td>
<td>Security and commodity brokers</td>
</tr>
<tr>
<td>32</td>
<td>Stone, clay, glass, &amp; concrete products</td>
<td>63</td>
<td>Insurance carriers</td>
</tr>
<tr>
<td>33</td>
<td>Primary metal industries</td>
<td>64</td>
<td>Insurance agents</td>
</tr>
<tr>
<td>34</td>
<td>Fabricated metal products</td>
<td>65</td>
<td>Real estate</td>
</tr>
<tr>
<td>35</td>
<td>Machinery and computer equipment</td>
<td>67</td>
<td>Holding and other investment offices</td>
</tr>
<tr>
<td>36</td>
<td>Electrical and electronic equipment</td>
<td>70</td>
<td>Hotels and lodging pieces</td>
</tr>
<tr>
<td>37</td>
<td>Transportation equipment</td>
<td>72</td>
<td>Personal services</td>
</tr>
<tr>
<td>38</td>
<td>Instruments, clocks, optical goods</td>
<td>73</td>
<td>Business services</td>
</tr>
<tr>
<td>39</td>
<td>Miscellaneous manufacturing</td>
<td>75</td>
<td>Auto repair and services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>76</td>
<td>Miscellaneous repair services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>78</td>
<td>Motion pictures</td>
</tr>
<tr>
<td>87</td>
<td>Engineering &amp; management services</td>
<td>79</td>
<td>Amusement and recreation</td>
</tr>
<tr>
<td>89</td>
<td>Miscellaneous services</td>
<td>80</td>
<td>Health services</td>
</tr>
<tr>
<td>91</td>
<td>General government</td>
<td>81</td>
<td>Legal services</td>
</tr>
<tr>
<td>92</td>
<td>Justice, public order &amp; safety</td>
<td>82</td>
<td>Educational services</td>
</tr>
<tr>
<td>99</td>
<td>Non-classifiable establishments</td>
<td>83</td>
<td>Social services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>84</td>
<td>Museums and art galleries</td>
</tr>
<tr>
<td></td>
<td></td>
<td>86</td>
<td>Membership organizations</td>
</tr>
</tbody>
</table>

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**Louisiana Quality Foundation**
LOUISIANA PERFORMANCE EXCELLENCE AWARD - BOARD OF EXAMINERS

APPLICATION

Your application must be postmarked or emailed no later than July 30, 2004. To be eligible for consideration you must submit this application, including $150.00 fee for first-time examiners.

Send the original application to: Louisiana Quality Foundation
C/o Louisiana Productivity Center
P. O. Box 44172
Lafayette, Louisiana 70504-4172
Phone: (337) 482-6422
Fax: (337) 262-5472
Or Email: cdupuy@louisiana.edu

Last Name: ____________________________
First Name: ____________________________ Middle Initial: _____ Prefix _____
Employer: _________________________________________________________________
Work Address: _____________________________________________________________
City:_________________________ State:_____ Zip: _____________
Home Address: ____________________________________________________________
City:_________________________ State:_____ Zip: _____________
Work Phone:____________________________ Work Fax:________________________
Home Phone: ___________________________  Home Fax:________________________

Email Address: __________________________________

SIC codes relevant to your expertise, if known (see page 7): _____________________________

Preferred Phone: ( ) Work ( ) Home Preferred Mailing Address: ( ) Work ( ) Home

Travel reimbursement required? ( ) No ( ) Yes

If you have been an Examiner previously, please list year(s):_____________________________

Name Preference for Name Tag: ____________________________________________
Name Preference for Certificate: ____________________________________________
Once you are accepted as an Examiner;  
Are you willing to download the Examiner Packet from our website?  □ Yes □ No  
If not, please check yes for Hardcopy:  □ Yes, I need a hardcopy

LOUISIANA PERFORMANCE EXCELLENCE AWARD - BOARD OF EXAMINERS

EMPLOYMENT EXPERIENCE

Please note your employment history beginning with the present. *Copy this page if additional pages are needed.*

Employer: _______________________________________ Dates: from _____ to ________

Job Title: _______________________    Full-Time □ Part-Time □  Hours per Week: ___

Organization Unit:_____________________________________________
Number of Employees: ___________________

Supervisor’s Name: ________________________ Phone Number: ___________________

Types of Products or Services: _________________________________________________

Your duties (include types of products/service):

Experience in Quality associated with above Duties:

Areas of Expertise (technical, professional, and quality):

Employer: _______________________ Dates: from _____ to ________

Job Title: _______________________    Full-Time □ Part-Time □  Hours per Week: ___

Organization Unit:_____________________________________________
Number of Employees: ___________________

Supervisor’s Name: ___________________ Phone Number: ___________________

Types of Products or Services: _______________________________________________

Your duties (include types of products/service):

Experience in Quality associated with above Duties:

Areas of Expertise (technical, professional, and quality):

---

Employer: _______________________________________ Dates: from ______ to ______

Job Title: ___________________ Full-Time □ Part-Time □ Hours per Week: ____

Organization Unit: ______________________________________

Number of Employees: ________________

Supervisor’s Name: ___________________ Phone Number: ___________________

Types of Products or Services: _______________________________________________

Your duties (include types of products/service):

Experience in Quality associated with above Duties:

Areas of Expertise (technical, professional, and quality):
EDUCATION AND TRAINING
Include name and location of institution or organization along with dates and degree(s) or certifications received. Include both credit and non-credit courses.

ACHIEVEMENTS, RECOGNITION AND AFFILIATIONS
Include also any publications or major reports relevant to quality (please limit to five examples). Include professional affiliations relevant to quality.
REFERENCES

List three references that are familiar with your work in Quality.

1.

Last Name: ______________  First Name: ______________________
Title: __________________    Phone: ______________________
Address: __________________________________________
City: _______________    State: _________    Zip: __________

2.

Last Name: ______________  First Name: ______________________
Title: __________________    Phone: ______________________
Address: __________________________________________
City: _______________    State: _________    Zip: __________

3.

Last Name: ______________  First Name: ______________________
Title: __________________    Phone: ______________________
Address: __________________________________________
City: _______________    State: _________    Zip: __________