

Are you looking at individual pieces of your organization but missing the big picture?

Organizations that utilize the Malcolm Baldrige Criteria for Performance Excellence have:

- ◆ 111% higher operating income
- ◆ 116% higher sales
- ◆ 114% higher assets

(data from Singhal and Hendricks, Georgia Tech study)

Make Performance Excellence Your Competitive Advantage

**For more information contact:
Granite State Quality Council**

(603) 223-1312

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www.gsqc.com

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Manchester, NH 03105-0029

**Learn More at
www.gsqc.com**

- ◆ Sign up for our newsletter
- ◆ Attend a networking event
- ◆ Become an Award Examiner
- ◆ Apply for feedback
- ◆ Request a private, no obligation consultation
- ◆ Get involved as a volunteer or sponsor

GSQC Sponsors

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GSQC is a member of



Learn. Share. Connect.

The Granite State Quality Council



We support New Hampshire organizations in achieving their next level of excellence through:

Networking & Best Practice Sharing

Training & Coaching

Assessment & Recognition

The Granite State Quality Council

The Granite State Quality Council (GSQC) is New Hampshire's nonprofit resource for Organizational Performance Excellence. Established in 1996, the GSQC works with organizations from all sectors to identify continuous and breakthrough improvements that enhance competitiveness and organizational sustainability.

GSQC Can Help Your Organization Achieve Performance Excellence

Networking & Best Practices

Make new contacts and learn national and local best practices at networking events. Sign up to receive our electronic newsletter and check our website for other resources.

Training & Coaching

Improve organizational performance, capabilities, value, and results with professional education and consulting that yields ongoing benefits for organizations and individuals.

Assessment & Recognition

Receive state-wide recognition and confidential, objective feedback by participating in the GSQC Award and Recognition Program modeled after the prestigious Malcolm Baldrige National Quality Program

Granite State Quality Award and Recognition Program



"Participating in the state award program raised our appreciation for the value of working members of the business community. Drawing on their "business" perspective, the state examiners provided invaluable insights in their analysis and feedback,

They contributed to strengthening our integrity and commitment to important business practices and values that are the foundation of the Baldrige criteria."

New Hampshire Army National Guard

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NHBaldrige

GSQC Training and Coaching

Professional, affordable training and coaching on Performance Excellence

Offered as scheduled, public offerings and customized, in-house delivery

Introduction to Performance Excellence: Provides an overview of the Baldrige Criteria for Performance Excellence and how to use it to increase efficiency and drive improvement. (half-day)

Building Excellence: Internal Champion: Provides an in-depth understanding of how to implement the Baldrige Criteria for Performance Excellence in your own organization. (two days)

Examiner Training: Prepares participants to assess an organization's strengths and opportunities for improvement using the Baldrige Criteria for Performance Excellence. This course certifies participants to serve as Examiners for the Granite State Quality Award and Recognition Program. (three days over two months)

Building Excellence Series

**Successful Strategic Planning
Customer's First!
Making Change Work**

[Examiner Training] will be the best experience someone can have in professional life. Being a Baldrige Criteria for Performance Excellence examiner is more worthwhile than 4 years in college getting a business BA. I really believe that.

*William H. Lambruksos
Senior Vice President
Northeast Delta Dental*