



Granite State Quality Council/ Northern New England Alliance for Excellence

P.O. Box 29
Manchester, NH 03105-0029



Email: info@gsqc.com

Web Site: www.gsqc.com

Phone: (603) 223-1312

The GSQC/NNEAE is delighted to open registration for our **2017 Examiner Training Program**. Open to those living or working in New Hampshire, Maine, and Vermont, this training is part of GSQC/NNEAE's Baldrige-based Awards and Recognition Program, but can be taken independently as a way to improve your organization or enhance your career.

Described as "...one of the best experiences that one can have in professional life." and a "mini-MBA", our annual Examiner Training program teaches how to use the Baldrige Criteria for Performance Excellence to evaluate an organization's processes and results to determine the strengths that are contributing to Mission and Goal achievement and the gaps that are preventing this achievement. It combines case study work and group learning to build a deep foundation for evaluating, building, and leading successful organizations. In addition, completion of Examiner Training qualifies participants to serve as Award Examiners in Northern New England or other states throughout the country.

Details: We are delighted to be at the forefront of Examiner Training curriculum in 2017. This training features short, online, recorded modules that can be done at your convenience and that build towards a one day, face-to-face session in November. This final day reinforces learning from the modules using discussion and small group exercises. The online modules will be available starting in mid-September and be supported by live webinars, feedback, and facilitator support. These modules have assignments that will build on each other using a written case study and the Baldrige Excellence Framework including the Criteria for Performance Excellence. The Framework and Criteria define our national standard for Organizational Performance Excellence and are the basis for the Malcolm Baldrige National Quality Award.

Schedule: The program starts in mid-September. Online webinars and other facilitated support will be determined based on participant availability. The online portion of the curriculum (including assignments) will take approximately 30-40 hours to complete. The final face-to-face training day is Monday, November 13th (note that there may be more than one of these days scheduled based on participant need and location as well as site availability).

Cost: (much less than an MBA course!)

- Participants who commit to the full examiner process, including the potential to evaluate an award application in New Hampshire, Vermont, or one of our other partner states.
 - \$250 for **New** Examiners who have not previously participated in the training.
 - \$195 for Examiners who have participated in the training.
- \$675 for those who want the training without further commitment to the awards evaluation.

Questions: For more information or questions contact GSQC/NNEAE Executive Director Anne Warner (anne@gsqc.com). If you would like to participate, but the schedule is an issue, please contact us to see if alternative arrangements can be made.

To Register: Contact anne@gsqc.com to discuss registration options and available discounts.

The GSQC/NNEAE is Northern New England's Nonprofit Resource for Organizational Performance Excellence. We help organizations achieve *excellence* through coaching and training, assessment and recognition, and networking and best practice sharing. Our Corporate Sponsors include:



Northeast Delta Dental

BAE SYSTEMS

