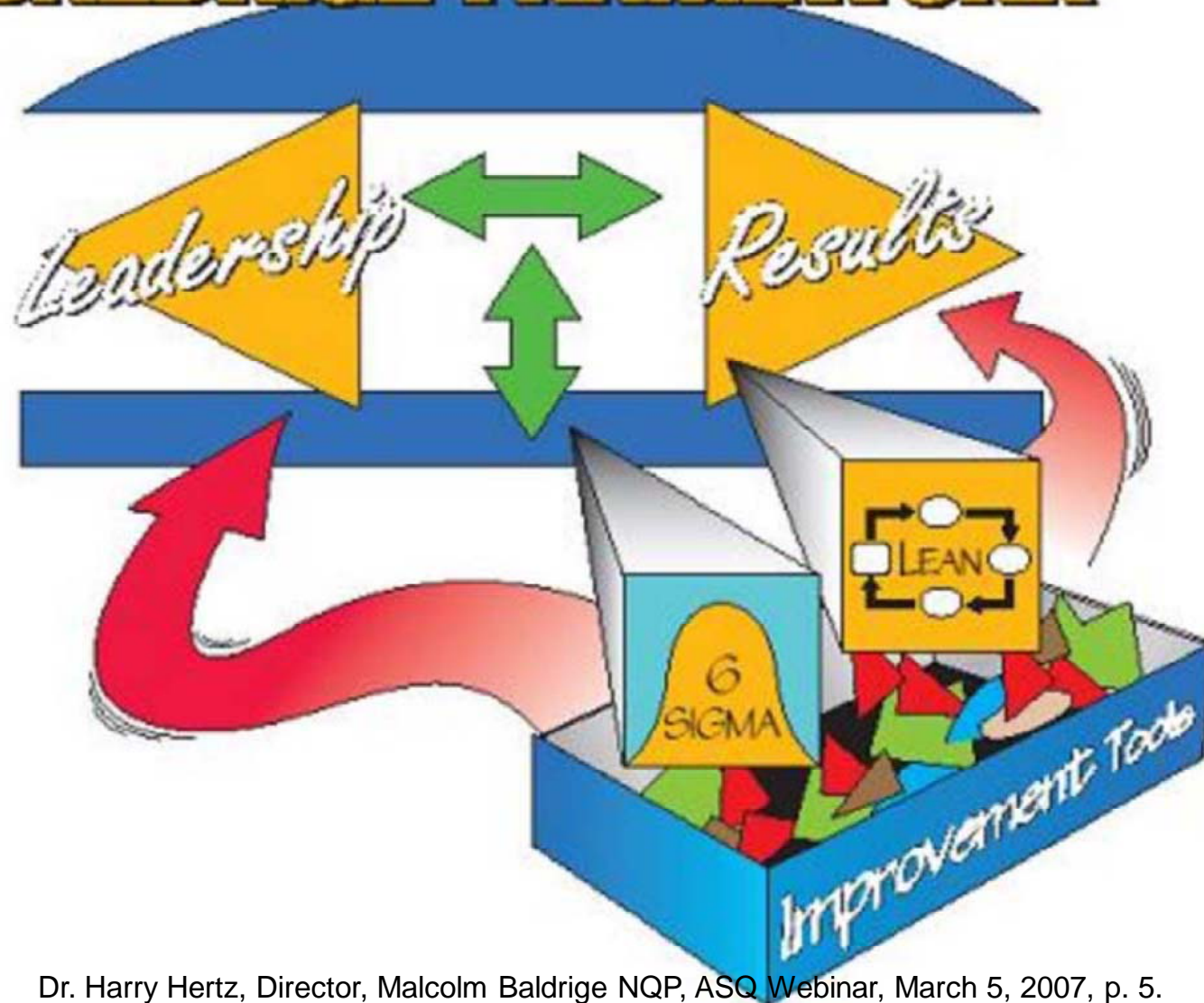


BALDRIGE FRAMEWORK



Baldrige, Six Sigma ,and Lean

- Baldrige
 - Used to systematically identify strengths and priorities for improvement
 - Uses a two-part Diagnostic process (Criteria and Scoring Guidelines)
 - Assessment process provides responses to Criteria requirements
 - Scoring Maturity Model based on Process A-D-L-I and Results Le-T-C-I
 - Leadership Team level assessment and consensus process
 - Key outcomes are a systems perspective, common language, and
- Six Sigma
 - Used to systematically reduce process variation (“sigma”) and reduce defects
 - Focuses on minimizing “common cause” variation and eliminating “special cause” variation
 - Cross-functional team-based projects Define, Measure, Analyze, Improve and Control “little x’s” (key inputs) that produce “BIG Y’s” (key outputs)
 - Key outcomes are increased quality, reduced costs, and increased throughput
- Lean
 - Used to simplify processes, reduce waste, increase flow, and reduce process cycle time
 - Focuses on identifying “value add” functions and eliminating “non-value add” functions
 - Work-unit teams use trail-and-error approach to incremental continuous improvement
 - Key outcomes are increased throughput, reduce costs (e.g., inventory, floor space, labor)

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Slides by Barry Johnson