







CONTINUING THE JOURNEY
 Gerry Agnes, President & CEO

AUTHORED BY JIM COLLINS



"I see the Baldrige process as a powerful set of mechanisms for disciplined people engaged in disciplined thought and taking disciplined action to create great organizations that produce exceptional results."
Jim Collins, author of "Good to Great"

GOING FROM GOOD TO GREAT



- **Excellent** organizational **performance levels** are reported and fully responsive to all requirements
- **Beneficial trends** have been **sustained over time** in all areas of importance to the **accomplishment of your organization's mission**
- Industry and **benchmark leadership** are demonstrated in many areas







