

Virginia SPQA

Training – Bring Us to You



Our Mission

To cultivate continuous performance improvement and success for the communities we serve.



Overview

Virginia SPQA promotes awareness of performance excellence as an increasingly important element in competitiveness. Our training programs focus on specific aspects of the Malcolm Baldrige Criteria for Performance Excellence. Organizations and individuals wishing to participate in Virginia SPQA training have two options.

First, Virginia SPQA offers open enrollment training regionally each year. Topics and locations are available at www.spqa-va.org as each is organized. To ensure receiving information regarding these regional programs, organizations and individuals should contact secretary@spqa-va.org with a request to be included in the emailing list.

Second, Virginia SPQA provides “on-location” training. “On-location” training can be more cost effective for organizations with multiple attendees. The following programs are available at your location:

Topic: **Meet Virginia SPQA**

A **one-hour** overview of the Virginia SPQA programs and a high level introduction to the Baldrige Criteria for Performance Excellence.

Designed for: Professional associations, societies, and organizations interested in Speakers to provide an overview of the VA SPQA program.

Basic Cost: No charge.

Notes:

- Generally one speaker.
 - Depending on location, travel expense reimbursement will be required.
 - At least 12 attendees with no maximum.
 - Organization provides facilities, set-up, audio visual needs, flip charts, handout duplication, and food or beverages as needed.
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Topic: **A Layman’s Guide to the Criteria for Performance Excellence**

A **half-day** overview of the Virginia SPQA programs and a brief introduction to the Baldrige Criteria for Performance Excellence, includes discussion of the Organizational Profile and the seven criteria.

Designed for: Leaders and change agents of organizations interested in learning the basics of the Baldrige Criteria for Performance Excellence; a good starting place for organizations considering participation in the Discovery Program.

Basic Cost: \$1,000.00

Notes:

- Generally one facilitator.
- Depending on location, travel expense reimbursement will be required.
- No more than 25 attendees.
- Handout materials are included.
- Organization provides facilities, set-up, audio visual needs, flip charts, and food or beverages as needed.

Topic: The Explorer's Guide to the Criteria for Performance Excellence

A **one-day** overview of the SPQA Programs and a detailed discussion of the content of the Organization Profile and seven Baldrige Criteria for Performance Excellence. Exercises as time allows are included with a strong emphasis on the Organizational Profile.

Designed for: Leaders and change agents of organizations interested in learning the details of the Baldrige Criteria for Performance Excellence and its application in the organization; a good starting place for organizations considering participation in the Discovery Program or applying for the Medallion award.

Basic Cost: \$1,750.00

Notes:

- ➡ Generally one or two facilitators at Virginia SPQA's discretion.
- ➡ Depending on location, travel expense reimbursement will be required.
- ➡ No more than 25 attendees.
- ➡ Handout materials are included.
- ➡ Organization provides facilities, set-up, audio visual needs, flip charts, and food or beverages as needed.

Topic: An Inquirer's Guide to the Criteria for Performance Excellence

A **two-day** overview of the SPQA Award Program and a detailed discussion of the content of the Organizational Profile and Baldrige seven Criteria for Performance Excellence. The program includes exercises for each of the seven criteria plus a strong emphasis on the Organizational Profile.

Designed for: Leaders and change agents of organizations interested in learning the details of the Baldrige Criteria for Performance Excellence and its application in the organization through discussion and exercises. Ideal for organizations interested in deploying Criteria principles and considering applying for the Medallion award.

Basic Cost: \$3,250.00

Notes:

- ➡ Generally one or two facilitators at VA-SPQA's discretion.
- ➡ Depending on location, travel expense reimbursement will be required.
- ➡ No more than 25 attendees.
- ➡ Handout materials are included.
- ➡ Organization provides facilities, set-up, audio visual needs, flip charts, and food or beverages as needed.

Topic: Enhancing Your Organizational Profile through Assessment

A **half-day** overview of the Virginia SPQA Award Program and a detailed discussion of the content of the Organizational Profile with special emphasis on the art of conducting "self-assessments."

Designed for: Organizations seeking in-depth information on the Organizational Profile and self-assessment techniques. Appropriate for “Laymen,” “Explorers,” and “Inquirers.”

Basic Cost: \$1,000.00

Notes:

- Generally one facilitator at Virginia SPQA’s discretion.
 - Depending on location, travel expense reimbursement will be required.
 - No more than 25 attendees.
 - Handout materials are included.
 - Organization provides facilities, set-up, audio visual needs, flip charts, and food or beverages as needed.
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Topic: Unraveling the Mysteries of Category 7

A **half-day** overview of the SPQA Award Program and a detailed discussion the relationships between Categories 1-6, Performance Measures and Category 7 “Results.” (Available for on-site delivery in 2009)

Designed for: Organizations seeking in-depth information on the Organizational Profile and self-assessment techniques. Appropriate for “Laymen,” “Explorers,” and “Inquirers.”

Basic Cost: \$1,000.00

Notes:

- Generally one facilitator at VA-SPQA’s discretion.
 - Depending on location, travel expense reimbursement will be required.
 - No more than 25 attendees.
 - Handout materials are included.
 - Organization provides facilities, set-up, audio visual needs, flip charts, and food or beverages as needed.
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About Virginia SPQA On-Location Training

- VA-SPQA is a non-profit 501-C3 organization responsible for administering Virginia’s version of the National Baldrige based educational and recognition program.
- Many workshop facilitators are volunteers and are sometimes provided a modest honorarium.
- Costs are generally invoiced, but credit card payment can be arranged. When applicable, Facilitator travel expense can include lodging, meals, mileage or/other transportation based on standards.
- Limited workshop customization is included. However, organizations wishing significant customization in Virginia-SPQA’s sole judgment will be advised to make other arrangements.
- With the exception of “Meet Virginia SPQA,” on-location learning and development programs are not available during the 60 days prior and after the annual Virginia Forum for Excellence.

