

# Virginia SPQA

## Training – Bring Us to You



### Our Mission

*To promote continual improvement strategies and provide training, mentoring, and recognition to organizations in pursuit of performance excellence.*



## Overview

Virginia SPQA offers an array of professional, low-cost educational and training activities that introduce individuals and organizations to the Baldrige Excellence Framework and provide education on how to apply the Framework within organizations regardless of sector, size or previous experience with performance improvement. Specific offerings include: access to trained speakers for professional associations, societies or other organization events; facilitated workshops on topics relevant to understanding and applying the Framework, and courses for those wishing to become Virginia SPQA Discovery and Award Program Examiners.

For more information on public workshops offered at various locations throughout Virginia, check the Training page of the Virginia SPQA website at [www.spqa-va.org](http://www.spqa-va.org). To receive notifications of upcoming training offerings and other Virginia SPQA news, visit the Contacts page and request to be added to the mailing list.

Virginia SPQA also provides private “on-location” presentations and workshops for organizations upon request. “On-location” activities offer flexibility in terms of date, location and topic in order to meet the needs of the requesting organization. On-location training may be more cost effective for organizations with multiple attendees. The following programs are available “on-location”:

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### Topic: **Meet Virginia SPQA**

A **one-hour** overview of Virginia SPQA and a high level introduction to the Baldrige Excellence Framework.

**Designed for:** Professional associations, societies, and organizations interested in learning more about Virginia SPQA’s purpose and programs.

**Basic Cost:** No charge.

**Notes:**

- ➡ Generally one speaker.
- ➡ Depending on location, reimbursement of travel expenses may be required.
- ➡ Organization provides adequate meeting space including seating for all participants. Availability of a dry erase board or flip chart, as well as a computer, projector and screen for presentation purposes desired, but not required.

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### Topic: **A Layman’s Guide to the Baldrige Excellence Framework**

A **half-day** overview of Virginia SPQA and a brief introduction to the Baldrige Excellence Framework, includes discussion of the Framework’s Organizational Profile, Core Values and Criteria for Performance Excellence.

**Designed for:** Organizational leaders and change agents interested in learning the basics of the Baldrige Excellence Framework and how to get started; ideal for organizations considering participation in the SPQA Discovery Program.

**Basic Cost:** \$1,000.00

**Notes:**

- ➡ Generally one facilitator.
- ➡ Depending on location, reimbursement of travel expenses may be required.
- ➡ No more than 25 attendees.
- ➡ Organization provides adequate meeting space to facilitate a workshop-style format that includes seating for each participant, availability of dry erase board or flip chart with easel adequate to meet needs based on class/room size, a computer, projector and screen for presentation purposes. Food or beverages provided by the organization as needed.

- Baldrige Excellence Framework booklets must be purchased by the organization and may be obtained directly from BPEP or through SPQA as a pass-through expense.
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## Topic: **The Explorer's Guide to the Baldrige Excellence Framework**

A **one-day** overview of Virginia SPQA and a detailed discussion of the Baldrige Excellence Framework, including the Organization Profile, Core Values and Criteria for Performance Excellence. Learning is reinforced through the use of individual and group exercises that emphasize the Organizational Profile.

**Designed for:** Organizational leaders and change agents interested in more in-depth learning of the Baldrige Excellence Framework and have started or are ready to start their Organizational Profile; a good choice for organizations considering participation in either the Discovery Program or the Award Program.

**Basic Cost: \$1,750.00**

### Notes:

- Generally one or two facilitators at Virginia SPQA's discretion.
  - Depending on location, reimbursement of travel expenses may be required.
  - No more than 25 attendees.
  - Organization provides adequate meeting space to facilitate a workshop-style format that includes seating for each participant, availability of dry erase board or flip chart with easel adequate to meet needs based on class/room size, a computer, projector and screen for presentation purposes. Food or beverages provided by the organization as needed.
  - Baldrige Excellence Framework booklets must be purchased by the organization and may be obtained directly from BPEP or through SPQA as a pass-through expense.
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## Topic: **An Inquirer's Guide to the Baldrige Excellence Framework**

A **two-day** overview of the Virginia SPQA Award Program and a detailed discussion of the Baldrige Excellence Framework, emphasizing the Organizational Profile, Core Values and Concepts and the Criteria for Performance Excellence. The program is highly interactive and includes individual and group exercises emphasizing each of the seven Criteria as well as the Organizational Profile.

**Designed for:** Organizational leaders and change agents interested in learning the details of the Baldrige Excellence Framework and how to apply it in their organizations. Ideal for individuals and teams that are ready to start deploying Criteria principles and considering participation in the SPQA Award Program.

**Basic Cost: \$3,250.00**

### Notes:

- Generally two or three facilitators at VA-SPQA's discretion.
- Depending on location, reimbursement of travel expenses may be required.
- No more than 25 attendees.
- Organization provides adequate meeting space to facilitate a workshop-style format that includes seating for each participant, availability of dry erase board or flip chart with easel adequate to meet needs based on class/room size, a computer, projector and screen for presentation purposes. Food or beverages provided by the organization as needed.
- Baldrige Excellence Framework booklets must be purchased by the organization and may be obtained directly from BPEP or through SPQA as a pass-through expense.

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## 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 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, reimbursement of travel expenses may be required.
  - No more than 25 attendees.
  - Organization provides adequate meeting space to facilitate a workshop-style format that includes seating for each participant, availability of dry erase board or flip chart with easel adequate to meet needs based on class/room size, a computer, projector and screen for presentation purposes. Food or beverages provided by the organization as needed.
  - Baldrige Excellence Framework booklets must be purchased by the organization and may be obtained directly from BPEP or through SPQA as a pass-through expense.
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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.”

**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.
  - Depending on location, reimbursement of travel expenses may be required.
  - No more than 25 attendees.
  - Organization provides adequate meeting space to facilitate a workshop-style format that includes seating for each participant, availability of dry erase board or flip chart with easel adequate to meet needs based on class/room size, a computer, projector and screen for presentation purposes. Food or beverages provided by the organization as needed.
  - Baldrige Excellence Framework booklets must be purchased by the organization and may be obtained directly from BPEP or through SPQA as a pass-through expense.
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## Topic: **So You Got the Feedback Report – Now What?**

A **half-day** workshop intended to help organizations interpret their Virginia SPQA Feedback report and prepare for action.

**Designed for:** Organizations that have participated in either the Virginia SPQA Award or Discovery program and have received a feedback report.

**Basic Cost: \$1,000.00**

### **Notes:**

- ➡ Generally one facilitator.
  - ➡ Depending on location, reimbursement of travel expenses may be required.
  - ➡ No more than 25 attendees.
  - ➡ Organization provides adequate meeting space, availability of dry erase board or flip chart with easel adequate to meet needs based on class/room size, a computer, projector and screen for presentation purposes. Food or beverages provided by the organization as needed.
  - ➡ Baldrige Excellence Framework booklets must be purchased by the organization and may be obtained directly from BPEP or through SPQA as a pass-through expense.
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## Topic: **Your Agenda – SPQA Coaching**

An informal **half or full day** coaching session to provide small group or one-on-one assistance to help your organization understand specific aspects of the Baldrige Excellence Framework relevant to your organization's current or future performance improvement efforts. **Your Agenda – SPQA Coaching** is not a traditional training program. Rather, it is an opportunity to receive one-on-one or small group coaching around specific topics you identify through the use of an agenda-building template provided in advance.

**Designed for:** Leaders and change agents interested in obtaining a limited but concentrated one-on-one discussion regarding their organizational improvement efforts relative to the Baldrige Excellence Framework and Virginia SPQA. Best for organizations which have at least a basic understanding of the Baldrige Excellence Framework.

**Basic Cost: Half-Day, \$1,000.00, Full-Day, \$1,750.00**

### **Notes:**

- ➡ Generally one facilitator.
  - ➡ Depending on location, reimbursement of travel expenses may be required.
  - ➡ Agenda is developed by the organization to focus on one or more topical meetings with relevant attendees.
  - ➡ Organization provides adequate meeting space and equipment to facilitate the agreed-on agenda. Food or beverages provided by the organization as needed.
  - ➡ Virginia SPQA facilitators engaged through this offering must recuse themselves from future examination, and/or recognition deliberations related to the organization.
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## About Virginia SPQA 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.
- Workshop facilitators are volunteers and are sometimes provided a modest honorarium.
- Courses may be customized based on the organization's needs and VA-SPQA's ability to provide the requested content.
- **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. Criteria books are available through the NIST Baldrige Performance Excellence Program website either electronically or hard copy.**

