

## TIER 4: Award Program

**Target Audience:** Organizations that have demonstrated the capability to complete an Organizational Profile and respond to questions at the Multiple level. Requirements to enter this Tier include a solid understanding of the BEF Criteria and eligibility for recognition at one of the award levels

**Purpose:** To receive objective feedback including opportunities for improvement on organization's self-assessment prepared and then reviewed using the BEF.

**Expectations of Tier Participants:**

- Complete assessment Document
- Site Visit (Additional Fee)

**SPQA will Provide:**

- Examiner and site visit teams to review organization self assessment
- Panel of Judges to review team feedback report and determine award level

**Cost** (based on organizational size):

- \$7,000 (> or = 100 FTE)
- \$5,500 (< 100 FTE)
- Site Visit Fee: \$2,500

**How to Apply:** Go to [www.spqa-va.org](http://www.spqa-va.org) and click on Pathways to Excellence.



### AWARD LEVELS

**COMMITMENT TO PERFORMANCE EXCELLENCE—**

Demonstrated commitment to self-assessment as a catalyst for improvement and as a means for promoting excellence.

**PROGRESS IN PERFORMANCE EXCELLENCE—**

Demonstrated development, implementation, and deployment of systematic approaches Basic and Overall levels of the Criteria.

**ACHIEVEMENT IN PERFORMANCE EXCELLENCE—**

Demonstrated effective approaches responsive to the Overall requirements of the Criteria and that are generally aligned throughout the organization with some evidence of evaluation and refinement.

**MEDALLION OF EXCELLENCE AWARD—**

SPQA's top award, signaling performance excellence for many Multiple requirements of the Criteria including approaches that are fully deployed, refined, and systematic, and results that show favorable trends in most key measures. These are performance excellence role model organizations.

**AWARD FOR CONTINUING EXCELLENCE—**

Organizations that have earned our top award (*Medallion of Excellence Award*) may reapply and achieve the **Award for Continuing Excellence**.

#### SPQA

Virginia SPQA  
P.O. Box 2072  
Chesapeake, VA 23327

Phone: 571-215-8881  
E-mail: [programs.services@spqa-va.org](mailto:programs.services@spqa-va.org)

**We also offer Criteria training.**  
Select Training on our website, [www.spqa-va.org](http://www.spqa-va.org).

The mission of the Senate Productivity and Quality Award (SPQA) is to promote continual improvement strategies and to provide training, mentoring and recognition to organizations in pursuit of performance excellence.

## Pathways to Excellence



Pathways to Excellence and its tiered structure, takes an organization from introduction to full immersion in the Baldrige Excellence Framework (BEF), a proven and world-renowned methodology for organizational improvement and performance excellence. Progressive organizational growth comes with every Tier.

# SPQA

United States Senate  
Productivity & Quality Award  
for Virginia & Washington, DC



## TIER 1: Interest Level

**Target Audience:** Organizations new to the BEF.

**Purpose:** Learn about the BEF including concepts, the Criteria and the Organizational Profile

**Expectations of Tier Participants:**  
Complete Organizational Profile responding to questions in the BEF.

**SPQA will Provide:**

- An Introduction to Baldrige concepts
- Baldrige Excellence Builder
- Brainstorming session to facilitate completion of Organizational Profile

**Cost** (based on organizational size):

- \$1,000 (>50 FTE);
- \$500 (< or = 50 FTE)

**How to Apply?** Go to [www.spqa-va.org](http://www.spqa-va.org) and click on Pathways to Excellence.

## TIER 2: Commitment Level

**Target Audience:** Organizations that have a desire to continue their improvement journey and to better understand the BEF. This Tier requires organizations to previously have completed their Organizational Profile.

**Purpose:** To gain a better understanding of the organization and to complete an organizational self-assessment responding to the BEF Criteria and framed by the Organizational Profile (Tier 1).

**Expectations of Tier Participants:**

- Self-evaluation of organizational readiness using Baldrige "Are we Making Progress?" survey.
- Completion of organizational self-evaluation using Baldrige Excellence Builder

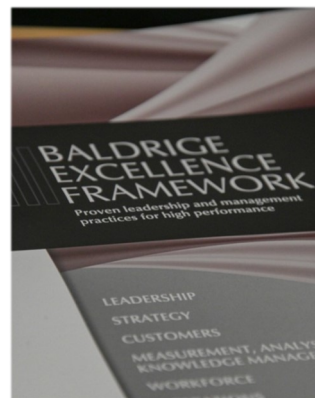
**SPQA will Provide:**

- An Introduction to Baldrige concepts
- Analysis and discussion of results of the Baldrige survey with organizational leadership
- Discussion about Baldrige Excellence Builder self-assessment

**Cost** (based on organizational size):

- \$1,200 (>50 FTE);
- \$600 (< or = 50 FTE)

**How to Apply?** Go to [www.spqa-va.org](http://www.spqa-va.org) and click on Pathways to Excellence.



## TIER 3: Discovery Program

**Target Audience:** Entry at this Tier requires that organizations have completed an Organizational Profile, a Readiness Assessment, and prepared responses to the Basic level of the BEF. Discovery is often used by organizations in preparation for an application to the Award Program (Tier 4).

**Purpose:** To receive objective feedback including opportunities for improvement on organization's self-assessment prepared using Criteria at Basic and Overall levels of the BEF.

**Expectations of Tier Participants:**

- Completed Discovery application.
- One Day Coaching Visit (Optional) with Examiner(s), Mentor to help organization through the application completion process.

**SPQA will Provide:**

- Customized on-site Criteria training
- Mentor to help organization complete the application
- Access to Discovery application tools
- Discovery Examiner Feedback report

**Cost:**

- \$1,750 Discovery Participation Fee
- \$1,250 On-Site Coaching visit (Optional for an additional fee)

**How to Apply?** Go to [www.spqa-va.org](http://www.spqa-va.org) and click on Pathways to Excellence.

