



# 4-week Continuous Improvement QuickStart

**Create a simple and systematic Baldrige-based continuous improvement cycle that's powered by the creativity of your entire organization.**

**Setup and start deploying in just four simple steps with no prior business experience required.**

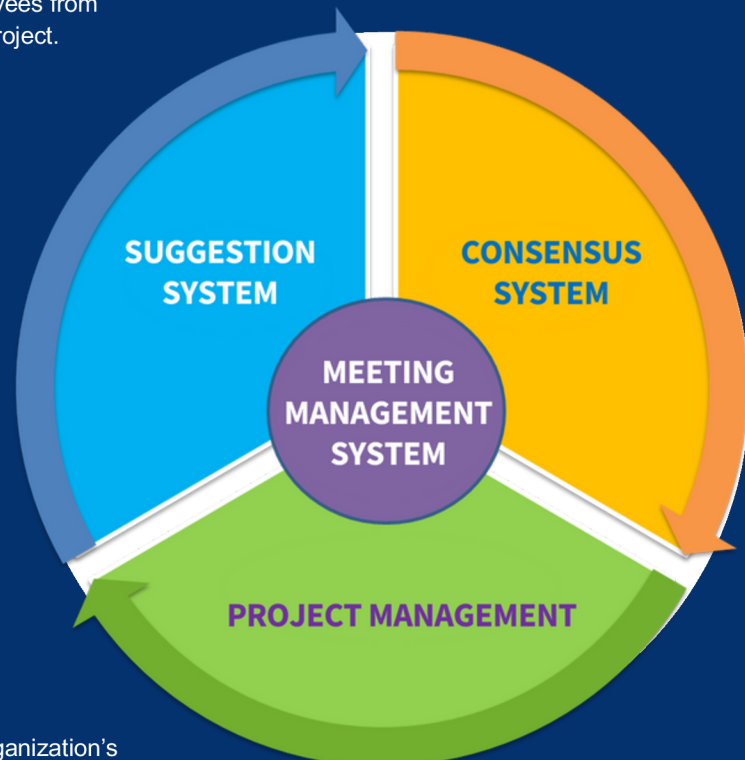
**START**  
**Assemble Your "Baldrige Team"**  
Establish a cross-functional team consisting of one or two employees from every department to help manage your organization's Baldrige Project.

**1**  
**Setup Your "Suggestion System"**  
Customize the ManageHub "Ideas Form" and begin collecting your employee's operational issues at the moment they occur and their improvement ideas at their point of thought.

**2**  
**Setup Your "Consensus System"**  
Customize the ManageHub "Business Case Worksheet" and start engaging relevant employees from all levels of your organization in a structured and strategic decision-making process.

**3**  
**Setup the "ManageHub Meeting"**  
Customize the ManageHub "Accountability Meeting Workbook" and begin structuring short and substantive "standups" that helps accelerate progress and resolve blockers before they become business critical.

**4**  
**Go live!**  
Empower your "Baldrige Team" to manage all aspects of your organization's Continuous Improvement Cycle where your employee's suggestions fuel ever increasing innovation and success.





# Program Overview:

Unlock the full potential of your organization with our **Baldrige-based Continuous Improvement (Strategic Engine)** program.

Built around the prestigious Baldrige Framework, this program offers a comprehensive suite of tools and methods designed to drive excellence, streamline operations, and achieve sustainable growth.

Our four-week program is meticulously crafted to provide leaders and employees with the skills and knowledge necessary to establish a valuable continuous improvement cycle. Participants will learn to deploy scalable, and customizable tools that foster innovation and enhance performance.

Through a series of structured sessions, we guide your team in assembling a dynamic Baldrige Team, deploying effective suggestion and consensus systems, and monitor progress for optimal results. This hands-on approach ensures that your organization gains practical skills to implement and sustain continuous improvement.

## Who will benefit:

- **BUSINESSES AND NONPROFITS** wanting a Baldrige-based business operating system to align its people, processes, and strategies for maximum results.
- **CEOs, AND COOs** wanting greater visibility into their organization's and employee's performance; increased command and control; and accelerating results.
- **DEPARTMENT EXECUTIVES** wanting a fully integrated performance management system that optimizes workforce culture, engagement, satisfaction, recognition, and retention.
- **MANAGERS AND SUPERVISORS** wanting to optimize the performance of their team by leveraging the creativity, insights, and active participation of all employees.
- **EMPLOYEES** wanting to help optimize the performance of their organization and develop essential leadership skills that prepares them for promotion and as future leadership roles.
- **CONSULTANTS** wanting ManageHub Pro Certification



## Typical Outcomes:

- **LEADERSHIP DEVELOPMENT:** Learn new tools and methods to help achieve greater accountability, transparency, command, and control over your organization's people, processes, and strategies.
- **EMPLOYEE ENGAGEMENT:** Empower your employees to report and help resolve critical issues that impact your organization's operations, customer's satisfaction, and performance.
- **OPTIMIZE CULTURE:** Establish an employee-powered "culture of excellence" where everyone knows exactly what is expected, and has the tools they need to work together with esprit de corp.
- **STRATEGIC PLANNING & EXECUTION:** Create a "living" strategic planning cycle that your employees help manage using a systematic process that monitors and communicates progress to all stakeholders.
- **OPERATIONAL EXCELLENCE:** Streamline processes, increase productivity, resolve recurring customer issues, reduce waste, and produce consistent and high-quality products and/or services.
- **CUSTOMER SATISFACTION & RETENTION:** Create a highly responsive organization that has systematic methods to report and permanently resolve customer issues so that they are not likely to recur.
- **INCREASED CREATIVITY AND INNOVATION:** Leverage the creativity and insights of everyone in your organization from the Executive Suite to the frontlines.



## Key Learning Objectives:

- ✓ Deploy a Baldrige-based continuous improvement cycle using customizable ManageHub tools and methods.
- ✓ Organically capture suggestions from employees as issues occur.
- ✓ Design winning strategies by engaging all the right people, from all levels of your organization in a systematic decision-making approach.
- ✓ Monitor and report progress, blockers, and next steps related to your organization's critical strategic initiatives.

# Course Outline by Session:

## Introduction: Assemble Your Baldrige Team

- **Benefit:** Build a dynamic, cross-functional team to lead continuous improvement initiatives.
- **Outcome:** A cohesive team prepared to drive strategic and operational excellence.
- **Learning Objectives:**
  - Forming the team
  - Assigning roles and responsibilities
  - Setting up resources and tools

## Session 1: Deploy Your Suggestion System

- **Benefit:** Capture and act on valuable ideas and solutions from employees at all levels.
- **Outcome:** A robust pipeline of actionable suggestions that drive continuous improvement.
- **Learning Objectives:**
  - Customizing the Ideas Form
  - Implementing the suggestion system
  - Monitoring and managing suggestions

## Session 2: Deploy Your Consensus System

- **Benefit:** Engage all relevant stakeholders in systematic decision-making processes.
- **Outcome:** Thoughtful, well-considered decisions that leverage diverse perspectives and expertise.
- **Learning Objectives:**
  - Customizing the Business Case Worksheet
  - Implementing consensus-building processes
  - Monitoring and managing consensus activities

## Session 3: Deploy Your Meeting Management System

- **Benefit:** Conduct efficient, effective meetings that drive progress and accountability.
- **Outcome:** Streamlined meetings that enhance accountability, transparency, command and control.
- **Learning Objectives:**
  - Customizing the Accountability Meeting Workbook
  - Implementing meeting management protocols
  - Monitoring and managing meeting outcomes

## Session 4: Deploy Facilitated Management

- **Benefit:** Ensure ongoing support, monitoring, and management of improvement initiatives.
- **Outcome:** Sustained momentum and continuous improvement throughout the organization.
- **Learning Objectives:**
  - Prompting employees to complete tasks
  - Encouraging cross-functional collaboration, as needed
  - Ensuring the ManageHub Meeting is updated in advance of scheduled meetings
  - Supporting continuous improvement activities
  - Facilitating the ManageHub Meeting
  - Reporting and assessing progress
  - Mentoring employees, as needed
  - Onboarding new Baldrige Team members

## Typical Results:

- ✔ improved communication
- ✔ Risk mitigation
- ✔ Increased collaboration
- ✔ Better decision making
- ✔ Accelerating strategies
- ✔ Delegate with confidence
- ✔ Effective meetings
- ✔ Increased responsiveness
- ✔ Cultural transformation
- ✔ Quality improvement
- ✔ Cost reduction
- ✔ Increased resilience



# Signup Today!

In today's fast-paced and ever-changing business environment, staying competitive requires more than just adapting to change—it demands leading it. Our Baldrige-based Continuous Improvement (Strategic Engine) program is designed to equip your organization with the tools, training, and support needed to thrive. By adopting the Baldrige Framework using the ManageHub Strategy, you will foster a culture of excellence, innovation, and sustainable growth.

The Baldrige Framework is a proven and trusted management system recognized worldwide for its effectiveness in driving organizational success. Our program leverages this framework to provide you with a comprehensive suite of tools and methodologies tailored to meet your unique needs. Whether you are a leader looking to enhance strategic execution, a manager aiming to optimize operations, or an employee seeking to make a meaningful impact, this program offers valuable insights and practical skills.

Choosing our program means investing in the future of your organization. You will benefit from increased efficiency, improved communication, and greater innovation. Our hands-on approach ensures that you not only understand the principles of continuous improvement but also gain the practical skills needed to implement and sustain it. With our support, your organization will be well-positioned to achieve its strategic goals and maintain a competitive advantage.



## Contact us today to learn more



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