

***Applying the world renowned Baldrige National Quality Award criteria
to quantum improve your business***

Service Scope

- To enhance your organization's performance through the application of the Baldrige Criteria for Performance Excellence Framework;
- To identify areas for improvement in your organization's management systems through a baseline Baldrige Assessment; and
- To facilitate your management team to understand the Baldrige Assessment results, and prioritize improvement actions.

Service Deliverables

- To perform a baseline Baldrige Assessment with respect to the Baldrige Framework;
- To submit an assessment report, and present the critical findings and recommendations to your management team;
- To facilitate a half-day management meeting to consolidate, identify and prioritize the improvement actions; and
- To facilitate a half-day management meeting to review the progress and effectiveness of the improvement actions.

Optional Services

- To provide a 2-day Internal Baldrige Assessor training to transfer the skill set for sustainable organization performance improvement efforts;
- To support your organization in applying for any Baldrige Framework based management award.

Project Schedule

Month	1	2	3	4	5	6
1. Baldrige Assessment	↔					
2. Report Submission and Presentation		★				
3. Half-day Action Planning Session			★			
4. Half-day Progress Review Session						★

Principal Consultant

Mr Dicky Chou - Executive Director of High Impact Management Consulting Limited.
Mr. Chou has facilitated various organizations in applying the Baldrige Framework throughout the years. And subsequently, three of his clients have been awarded the Hong Kong Management Association's Management Award – Overall Winner and Bronze Award respectively.

Service Enquiry

Please call us at (852) 2234 0383 for service details.