BALDRIGE
Performance Excellence Program

BALDRIGE PERCEPTION SURVEY

OMB Control No. 0693-0033

Expiration Date: 06/30/2019

In an ongoing attempt to improve our products and services and raise awareness of the value of the Baldrige Award to benefit both the Baldrige Program and Baldrige Award recipients, we are asking you to complete a very simple yes/no survey. The survey seeks your perceptions of how Baldrige resources may have impacted your organization in the following key areas of performance. This survey is intended to help us affirm the value of the Baldrige Program, especially to our stakeholders, parent organization, and Presidential Administrations.

Please note: Not all survey questions below may be appropriate to your organization, but we appreciate your answers in response to those that are appropriate. Please skip any question that is not applicable to your organization based on its sector of other factors.

SURVEY QUESTIONS

1. Do you believe that use of the Baldrige framework and related products/services has improved your organization's job growth?

◯ YES

◯ NO

2. Do you believe that use of the Baldrige framework and related products/services has improved your organization's workforce satisfaction or engagement?

◯ YES

◯ NO

3. Do you believe that use of the Baldrige framework and related products/services has improved your organization's workforce retention?

◯ YES

◯ NO

4. Do you believe that use of the Baldrige framework and related products/services has improved your organization's customer/patient/student satisfaction or engagement?

○ YES

○ NO

5. Do you believe that use of the Baldrige framework and related products/services has improved your organization's customer/patient/student retention?

○ YES

○ NO

6. If applicable, do you believe that use of the Baldrige framework and related products/services has improved your organization's patient safety?

○ YES

○ NO

7. Do you believe that use of the Baldrige framework and related products/services has improved your organization's business results, health care outcomes, or educational outcomes?

○ YES

○ NO

8. Do you believe that use of the Baldrige framework and related products/services has improved your organization's community support/relationships?

○ YES

○ NO

9. Do you believe that use of the Baldrige framework and related products/services has improved your organization's ethics/governance?

○ YES

○ NO

10. Do you believe that use of the Baldrige framework and related products/services has improved your organization's strategic planning?

○ YES

○ NO

11. Do you believe that use of the Baldrige framework and related products/services has improved your organization's operational efficiency/cost savings?

○ YES

○ NO

12. Do you believe that use of the Baldrige framework and related products/services has improved your organization's revenue/market growth?

○ YES

○ NO

13. Would you like to add anything else about your perception of the impact of the Baldrige framework and related products/services on your organization?

14. OPPORTUNITY: Would your senior leaders be interested in hosting or speaking to the Baldrige Executive Fellows?

○ Yes

○ No

○ Please provide me with more information on this.