

BALDRIGE PERCEPTION SURVEY

OMB Control No. 0693-0033

Expiration Date: 07/31/2022

In an ongoing attempt to improve our products and services and raise awareness of the value of Baldrige resources and the 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 Baldrige resources, 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.

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.

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A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0693-0033. Without this approval, we could not conduct this survey/information collection. Public reporting for this information collection is estimated to be approximately 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to:

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