



NEWSWIRE

A MESSAGE FROM CEO, Tammy Austin

At the January 25, 2006, Board of Directors meeting, Dr. Glen Bounds was unanimously approved as Chair-Elect for the Quality Texas Foundation. Glen's term as Chair will begin September 2007. Glen has been a strong advocate of the Texas Award for Performance Excellence since leading Bill Priest Institute through the process and becoming an examiner. Bill Priest Institute is a 2002 recipient of the Texas Award for Performance Excellence.

During the same meeting, new members were added to the Chairman's Council. The Chairman's Council is an elite group of individuals who serve in an advisory capacity. Chairman's Council members are : **Mr. Bob Banks**, ST Microelectronics; **Mr. Ron Boring**, Richardson Regional Medical

Center; **Rusty Cone**, Alliance Systems; **Dr. David E. Daniel**, University of Texas at Dallas; **Mr. Dave Falter**, Sprint Corporation; **C. Jackson Grayson, Jr.**, APQC; **Gary Gulyas**, Abbott Labs; **Billy Hamilton**, State of Texas Comptroller's Office; **Deb Hauser**, Solectron Texas; **Warren Hogan**, Hogan Center for Performance Excellence; **Bill Keffler**, City of Richardson; **Mr. Tim Lewis**, Big Hill Strategic Petroleum Reserve Site, Dyn McDermott Petroleum Operations Company; **Raymond Marlow**, Marlow Co., Ltd.; **Lewis McMahn**, Texas Instruments; **Maureen Merkle**, AT&T; **Steve Mittelstet**, Richland College; **Bob Norwood**, Emerson Process Management; **Frank O'Reilly**, Sanmina-SCI; **Carolyn Pineda**, Sabre Airline Solutions; **Jack Pompeo**, Keller Williams Realty; **Don St. Clair**, Keller Williams Realty; **Cassie Stern**, Nokia Mobile Phones; **Mr. Dennis Stuart**, Boeing Logistics Support Systems; and **Don Topper**, Alcatel.



GETTING STARTED IN THE PURSUIT OF THE TEXAS AWARD FOR PERFORMANCE EXCELLENCE PROCESS

If your organization has been discussing the Baldrige initiative but not all senior management is on board, or perhaps you are uncertain as to how to get started – then sign up for one of the four offerings of the Managing for Performance Excellence workshops in 2006. The workshop describes how the Criteria frame a world-class management system and how to get started with self-assessments. The dates for the 2006 workshops are: March 24 – Houston; June 15 – Dallas; August 18 – San Antonio; and November 14 – Dallas.

To register online, go to www.texas-quality.org

and click on **Training Workshops** under **Events**; or call Quality Texas at 214-565-8550.

Perhaps you already have plans to apply for the Texas Award for Performance Excellence – Eligibility forms for Award Level applications are due September 15, 2006 and applications are due November 1, 2006. Organizations just starting in this journey have two opportunities to submit a Progress Level application. Eligibility forms for Round 1 Progress Level are due September 29, and applications are due November 15. For Round 2, eligibility forms are due January 15, 2007 and applications are due March 1.

For a list of resources in Leadership, Strategic Planning, Customer & Market Focus, Measurement, Analysis & Knowledge Management, and Process Management, check out the PE Resource Bulletin Board on the Quality Texas website at www.texas-quality.org.

2006 Texas Award Process Status Update

Examiner Teams have completed Stage 2 Consensus and the Panel of Judges will be meeting on February 23-24, 2006 to review consensus scores and determine which applicants will be awarded a site visit. Applicants and teams will be notified of site visits on February 27 and the teams will move into Stage 3 in preparation for site visits. Teams will participate in Stage 3 training on March 9 at the Bill Priest Campus of El Centro College. Site visits will be conducted during the week of April 2-7 for applicants in Health Care, Small Business, and Service Sectors. Applicants in Education, Manufacturing and the Public Sector will have site visits during the week of April 9-14. For more information, look for “**Updated status information of the 2006 Texas Award for Performance Excellence process**” on the first page of the Quality Texas website, www.texas-quality.org.



TEXAS QUEST FOR EXCELLENCE

Mark your calendars for the Annual Texas Quest for Excellence, June 15-16, 2006 at the Renaissance Dallas-Richardson Hotel and Eisemann Center. Thursday evening, June 15, we will recognize and celebrate the 2006 Texas Award for Performance Excellence recipients (to be announced on May 9). The evening celebration includes recognition of all organizations submitting an application in the 2006 Cycle. The full-day conference on Friday, June 15, has six Malcolm Baldrige-winning organizations confirmed to

present: Richland College (2005 MBNQA); DynMcDermott (2005 MBNQA); Park Place Lexus (2005 MBNQA); Clarke American Checks (2002 MBNQA); STMicroelectronics (1999 MBNQA); Saint Luke's Hospital of Kansas City (2003 MBNQA). Harry Hertz, Director of the Baldrige Program, is also on the agenda. Don't miss this opportunity for sharing best practices.

Quest Sponsorship opportunities are now available. Go to www.texas-quality.org for details.

EXAMINER SPOTLIGHT

The Quality Texas Board of Directors, Chairman's Council, Board of Overseers, Panel of Judges, Quality Texas, and participants/organizations of the Texas Award for Performance Excellence thank all of our examiners for their dedicated service to the award process and Quality Texas. We are spotlighting two examiners this month – Jerry Larson and Bill Pepper.



Jerry Larson, Manager, TCE&Q Performance Measurement at Hewlett-Packard in Houston, is in his third year as an examiner with Quality Texas. He has been with HP for 18 years. Jerry says he first became an examiner

because his boss thought it would be a good development program. Now he participates because he likes to learn, grow and help others. Jerry is serving as a Team Leader this year and states, "I've been blessed with a fantastic team. The work is challenging, but as a team, we have really come together to do some good work."

Jerry comments to anyone considering applying to be an examiner, "Learning about the Quality Texas (Baldrige) Criteria will help you learn how an entire company works. Most of us work in jobs where we can see one function of the company, say manufacturing or sales or service. There are few places where you can get hands-on experience learning about the effective principles that drive great companies. You will evaluate how companies develop the vision, the values and the strategies to grow their businesses. You will learn a language of business questions that will help you be more effective in almost any job. You will work hard, but with hard work comes growth. Just give me a call if you need help finding an application."

Jerry was born and raised in Wyoming and now lives in Cypress, Texas with his college sweetheart. Together they have been happily practicing marriage for 18 years. He loves spending time with his kids (ages 9 and 12) and teaching fourth grade Sunday school. He likes most sports and has completed five marathons. His current love is playing Ultimate Frisbee. When he has time, he likes to escape into a good science fiction novel.

Bill Pepper, Project Manager with the City of Arlington, is a first year examiner. Bill says that he was initially drawn to the Baldrige Quality Model



through research for a project he was working on. It was really a random discovery, but one that struck a chord with him. Following further research, he located Quality Texas and asked if he could participate. Bill believes that there are many reasons to participate as an examiner, but two that jump right out are giving back to the community (examiners are volunteers) and professional development. Bill states that there is a wonderful reciprocation that exists here and everyone benefits immensely.

Bill tells anyone applying to be an examiner, "I have learned more about organizational performance and quality business results in the past five months than I ever would have imagined. It can be hard work and frustrating, sometimes really frustrating, especially as a new examiner; but when I think about my new understanding of high performing business frameworks, the payoff always

COMMUNITY EVENTS:

Registrations are coming in! On March 23, the Dallas ASQ Section 1402, Hogan Center for Performance Excellence, and Quality Texas will host a **Celebration Evening with D/FW area Baldrige recipients, Park Place Lexus and Richland College**. This is an evening that honors the employees, customers, and suppliers of the recipients. Attendees are encouraged to bring their spouses. The event is the featured program for the ASQ Dallas March professional development meeting to be held at the Double Tree Hotel at 4099 Valley View Lane, Dallas, TX 75244. Details are provided at the ASQ Dallas website www.asqdallas.org. Those wanting to register may click on "professional development dinner meeting" for details and click on other navigation buttons to register or to find a map to the hotel. The charge is \$25 per person or \$200 for a table of eight until March 13. After March 13, the price is \$30 per person or \$240 for a table of eight.

Examiner Applications are now available for the 2007 Board of Examiners - www.texas-quality.org.

outweighs the frustration. The relationships and knowledge gained from this experience are priceless. Quality Texas is a great organization; they practice what they preach and it very clearly shows in everything they do."

Bill lives in Granbury with his wife Holli and their children, Elise, age 4, and Jake, age 16 months. (Bill is pictured on the left!)