



NEWSWIRE

The Quality Texas Foundation provides the opportunity for contributors to Performance Excellence showing extensive experience with Baldrige-based principles to reside on its "Performance Excellence Resource Bulletin Board."

If you are seeking assistance in your performance excellence journey, or you would like to work with organizations in their pursuit, check out the Quality Texas website at www.texas-quality.org and click on **PE Resource Bulletin Board**.

MANAGING FOR PERFORMANCE EXCELLENCE – MARCH 24, 2006, HOUSTON, TX

The purpose of the *Managing for Performance Excellence* workshop is to introduce organizations to the Texas and Baldrige Criteria for Performance Excellence. The workshop will describe how the criterion frames a world-class management system. Methods for Self-assessments or internal assessments to fit your organization's needs are included.

To register online, go to www.texas-quality.org and click on **Training Workshops** under **Events**; or call Quality Texas at 214-565-8550.



Diana Pollard facilitates Feedback Writer training as Bill Shatford listens.

A MESSAGE FROM CEO, Tammy Austin

In previous issues of the *NewsWire*, we have mentioned the revision of our bylaws and adoption of the Carver Model. In 2004, we realized we were lacking in the area of Organizational Governance (Category 1.2) and began to seek assistance and models to revise our Bylaws and create policy. Working with Kim Eisner, Kim Eisner Consulting, we were educated on the Policy Governance model, informally referred to as the Carver Model. Recognized as the leading model for non-profits, the Carver Model focuses on policy and improvement of organizational performance through effective board leadership. This brings to Quality Texas the benefit of a working Board of Directors, assisted by our elite Chairman's Council. For a listing of the individuals who serve as Board Members or as members of the Chairman's Council, click on respective links on the left navigation bar at www.texas-quality.org.



Kelly Lester and Jim Austin listen intently during Process Observer Training.

2006 TEXAS AWARD PROCESS STATUS UPDATE

Once an organization submits their application for the Texas Award for Performance Excellence, a couple of months go by before they hear from Quality Texas and/or the fine Team of Examiners assigned to their application. So what is going on you may ask? We have moved into Stage 2, which is where the teams come together and reach consensus on their comments and scoring. The reports put together by the teams will be submitted to the Panel of Judges on February 23-24, 2006. The Judges review consensus scores to determine the organizations awarded a site visit. 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

Plans for the 13th Annual Texas Quest for Excellence are underway. The Awards Recognition and Celebration will be Thursday evening, June 15, 2006, at the Dallas-Richardson Renaissance Hotel and Eisemann Center. This event will spotlight the 2006 Texas Award for Performance Excellence recipient(s), all organizations who participated in the award application and examiners. The full-day conference is planned for Friday, June 16 at the Renaissance Dallas-Richardson Hotel. Don't miss this opportunity for sharing best practices.

If you would like to consider being a sponsor (includes tickets, marketing and exhibit opportunities), contact the Quality Texas office at 214-565-8550.



THE PERSONAL SIDE OF LEADERSHIP ...

Business can be an opportunity for both personal and organizational greatness — and..., in adopting this attitude, we not only ennoble human nature and strengthen our societies but also face squarely the critical success factor for meeting bottom-line business objectives in today's tough competitive environment.

To accomplish this goal, ...[we deal] with the personal side of leadership. This requires attention to depth, to feelings, and to inner struggles. A leader must wrestle with inward issues. He or she is expected to have great aspirations, confront great frustrations, achieve great self-control, suffer great betrayals, and manifest great compassion. Addressing the personal side of leadership also requires attention to vision and to scope, for the leader's mind must be all-encompassing. The executive is challenged always to keep his or her inner eye on the larger picture and to find ways of reacting quickly...

The personal side of leadership requires attention to such varied virtues as resourcefulness and trust, confidence and strength. It means learning the uses of power and developing a flexible imagination. The personal side of leadership challenges you to give meaning to your life through the quality of your work — how you manage your career or job, and how you invest your time and energy. The personal side of leadership also recognizes that deep thoughts and clever ideas are not enough. Executives must remind themselves that they are measured by cold effectiveness and hard results, for leadership success is tied to survival.

[from the preface to *Leadership: The Inner Side of Greatness* (1st edition), 1991, Koestenbaum] – Submitted by Linda Bush, Bush Anderson & Associates, Inc.

EXAMINER SPOTLIGHT



On behalf of the Board of Directors, Chairman's Council, Board of Overseers, Panel of Judges and Quality Texas, we thank each of our volunteers for your dedicated service to Quality Texas and commitment to performance excellence. This section of the monthly newsletter will feature our examiners.

Kathryn LeRoy, Chief Evaluation Officer for the Klein Independent School District, has been on the Board of Examiners for four years. Kathryn states, "Participating on the Board of Examiners and working with the Quality Texas Foundation affords me multiple opportunities to continue to grow professionally in my understanding and use of the Criteria as a means to implementing an integrated management system that drives systemic improvement. I also believe that the

implementation of the Criteria in K-12 education provides the framework that facilitates the development of aligned acts of improvement directed at the aim and purpose of the educational system – student achievement."

For anyone considering applying to be an examiner, Kathryn says, "There is no better way to gain the breadth and depth of knowledge related to implementation of the Criteria across a variety of organizations and business sectors. Although it requires a serious commitment of time and effort, the benefits never fail to outweigh the cost. Every year, the experience strengthens my ability to bring best practice to Klein ISD as we continue our journey of excellence and serve the children of our community."

Kathryn and husband, Gene, live in Montgomery, Texas, overlooking a lake. They have three adult children who learned at an early age that processes and meeting the needs of internal and external customers were important to building a quality life and strong relationships. They have two grandchildren, Emily and Dex, and joyfully admit to being doting grandparents. Kathryn enjoys sunsets with Gene, music and reading.

Kathryn has served as an Examiner, Feedback Writer, Team Leader, and Process Observer and is a valuable member of the Examiner Training Team.

COMMUNITY EVENTS:

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 will be \$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 for the 2007 Board of Examiners will be available on the website in February www.texas-quality.org.



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