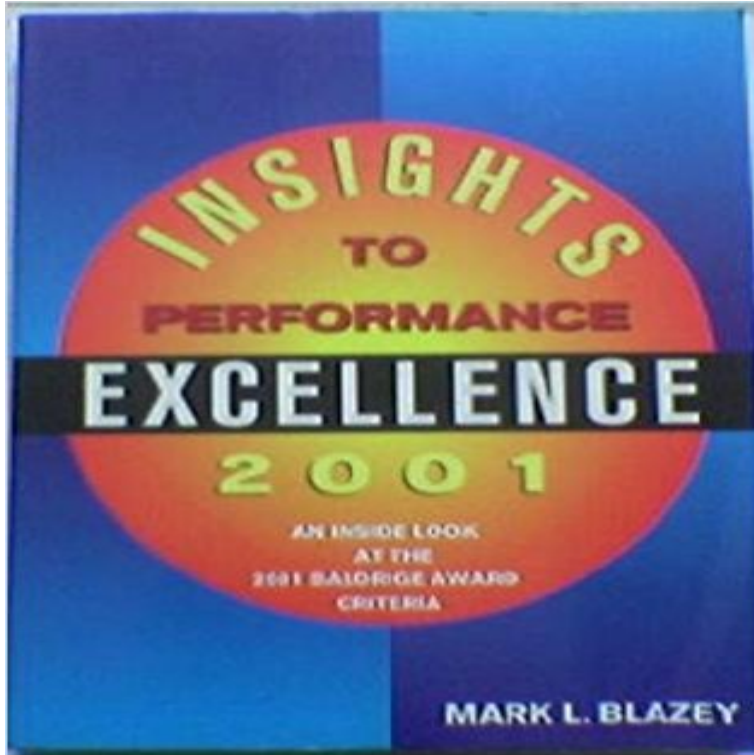


# Insights to Performance Excellence: An Inside Look at the 2001 Baldrige Award Criteria with CDROM



Foreword Preface Introduction Insights to Performance Excellence Changes from the 2000 Award Criteria Organizational Profile Category 1. : Leadership Category 2. : Strategic Planning Category 3. : Customer and Market Focus Category 4. : Information and Analysis Category 5. : Human Resource Focus Category 6. : Process Management Category 7. : Business Results Tips on Preparing a Baldrige Award Application Scoring System Self-Assessments of Organizations and Management Systems The Site Visit Summary of Business Eligibility Categories and Restrictions Malcolm Baldrige National Quality Award Winners State Quality Award Contacts Glossary Clarifying Confusing Terms Appendix A : A Global View of Quality Appendix B : Comparing Baldrige and ISO 9000 : 2000 - A Maturity/Excellence Model Versus a Compliance Model Appendix C : 2001 Systems Required for Performance Excellence About the Author Index

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