About the Baldrige Excellence Framework (Education)

The Baldrige Excellence Framework (Education) and its Criteria empower your organization to reach its goals, improve results, and become more competitive... The questions in the Education Criteria help you explore how you are accomplishing your organization's mission and key objectives in seven critical areas:

- Leadership
- Strategy
- Customers
- Measurement, analysis, and knowledge management
- Workforce
- Operations
- Results

A Systems Perspective — The Baldrige framework helps you manage all the components of your organization as a unified whole, so that your plans, processes, measures, and actions are consistent. The system's building blocks are the Education Criteria for Performance Excellence, the core values and concepts, and the scoring guidelines.

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National Institute of Standards and Technology (NIST)

Vision
Organizations reach their goals, improve results, and become more competitive.

Mission
To help organizations improve and achieve excellence.

Values
- **High-Performance**: The Baldrige framework is based on core values and concepts that represent beliefs and behaviors found in high-performing organizations:
  - Systems Perspective
  - Visionary Leadership
  - Student-Centered Excellence
  - Valuing People
  - Organizational Learning
  - Agility
  - Focus on Success
  - Managing for Innovation
  - Management by Fact
  - Societal Responsibility
  - Ethics
  - Transparency
- **Results**: Delivering value and results
1. Processes

*Evaluate and improve your processes.*

With the Baldrige framework, you evaluate and improve your processes along four dimensions:

1.1. Approach

*Determine the effectiveness of the ways your organization’s work is accomplished.*

How do you accomplish your organization’s work? How effective are your key approaches?

1.2. Deployment

*Use your processes consistently.*

How consistently are your key processes used in relevant parts of your organization?

1.3. Learning

*Evaluate and improve your processes and share them across your organization.*

How well have you evaluated and improved your key processes? How well have improvements been shared within your organization?

1.4. Integration

*Determine how well your processes align with your organizational needs and are harmonized across your organization.*

How do your processes align with your current and future organizational needs? How well are processes and operations harmonized across your organization?
2. Results

Evaluate your results.

You evaluate your results along four dimensions:

2.1. Levels

--- Determine your current levels of performance.

What is your current performance?

2.2. Trends

--- Determine the trends of your results.

Are the results improving, staying the same, or getting worse?

2.3. Comparisons

--- Compare your performance with that of other organizations.

How does your performance compare with that of other organizations, or with benchmarks or industry leaders?

2.4. Integration

--- Track results that are important and use them in decision making.

Are you tracking results that are important to your organization and that consider the expectations and needs of your key stakeholders? Are you using the results in organizational decision making?