

Second Self-Assessment

Approach

- ⇒ New Quality Council members trained in Baldrige criteria
- ⇒ Self-assessment survey administered to managers, union leadership and Quality Council members (1/2 day)
- ⇒ Quality Council self-assessment using existing data (4 days)
- ⇒ Quality Council consensus on Strengths & Opportunities for Improvement (1/2 day)
- ⇒ Contractor developed final score and draft report based on results of self assessment (2 days)
- ⇒ Quality Council reviewed report and made final recommendations (1/2 day)
- ⇒ Contractor finalized score and report (4 days)
- ⇒ Executive Committee and Union Leadership briefed