



BALDRIGE NATIONAL QUALITY PROGRAM OVERVIEW TRAINING FOR THE U.S. PATENT AND TRADEMARK OFFICE/OFFICE OF THE CHIEF PROCESS IMPROVEMENT OFFICER

Coffey Consulting provided training on the Baldrige National Quality Program for members of the Chief Process Improvement Office staff in order to spearhead initiatives for organizational excellence and performance improvement. The two-day workshop covered:

- Requirements for non-profits/government agencies seeking to apply for the Baldrige Award
- Scoring guidelines and the typical format for Baldrige applications
- Requirements of each item and area to address of the seven Baldrige categories
- U.S. Patent and Trademark Office processes
- Baldrige National Quality Program basic principles, criteria, principles and assessment process
- Next steps in the application of the program

Breakout sessions were held on both days, and the Baldrige expert provided coaching and oversight during the breakouts. The workshop prepared participants to communicate their Baldrige knowledge and understanding to other staff.

