



Applying for a TNCPE Award

**On the following pages, you will find information
on applying for:**

Level 1 Interest Recognition



Applying for a TNCPE Award

*The TNCPE Award Program recognizes organizations for progress and achievement based on four levels of assessment: Level 1 (Interest Recognition), Level 2 (Commitment Award), Level 3 (Achievement Award), and Level 4 (Excellence Award). **This packet only includes forms and information that pertain to a Level 1 Award application.** Visit TNCPE.org/awards/apply to download the Level 2, 3, and 4 Application Packet.*

Level 1 Applications

Level 1 applications are accepted all year. The Application and Processing Fees are due when the application is submitted (see details on page 5).

Level 1 Criteria response

An Organizational Profile of up to five pages must be submitted with the Level 1 Application Form. Please submit one printed copy and one electronic copy saved as a PDF file. No further Criteria response is required.

Application Review Process

Applications are reviewed and evaluated in a five-stage process by members of the TNCPE Board of Examiners. These examiners, specially trained in the Baldrige Excellence Framework, adhere to strict rules regarding confidentiality and conflict of interest during each stage of the review process.

- Stage 1 - Independent review and evaluation by members of a team of examiners
- Stage 2 - Consensus review and evaluation by a team of examiners
- Stage 3 - Site visit review by a team of examiners
- Stage 4 - Feedback Report preparation by a team of examiners

Site Visit

Each TNCPE evaluation includes a site visit. A team of examiners will spend one-half to three days at the applicant's worksite to gain a better understanding of operations and processes. The site visit is not an audit; its purpose is to provide the applicant a further opportunity to tell its story.

Applicants will receive a site visit agenda at least one week in advance of the site visit. The agenda may include a schedule of planned visits to facilities and operating units, a list of officials to be interviewed, and the names of examiners scheduled to participate.

Site visit length depends on award level sought:

- Level 1: half day
- Level 2: one day
- Level 3: two days
- Level 4: three days

Applicants must pay a Site Visit Fee based on application level and the number of full-time equivalent employees. Organizations located outside of Tennessee must pay an additional travel fee of \$1,000. See the Fee Table on page 5 for Site Visit Fees. Applicants will be invoiced by TNCPE following completion of the site visit.

Feedback to Applicants

At the conclusion of every evaluation, the applicant receives a written assessment by the examiner team called a Feedback Report. Providing a pathway for improvement, the Feedback Report is one of the most valuable features of the TNCPE Award process.

Each Feedback Report contains applicant-specific strengths and opportunities for improvement based on the Baldrige Excellence Framework. Used by applicants as an input to the strategic planning process, Feedback Reports help organizations focus on their customers and improve overall performance.

Feedback Reports are mailed to applicants after the site visit, judging, and editorial processes are complete. Strict confidentiality is observed at all times.

Level 2 Applicant Workshop

To help beginning-level applicants understand and prioritize the feedback they receive, the Level 2 Site Visit Fee includes a half-day workshop delivered onsite to the leadership team after they have received and reviewed the Feedback Report. During the workshop, a trained TNCPE facilitator will guide the organization through a step-by-step process to prioritize short- and long-term actions plans that will improve the organization, in response to the examiners' feedback.

Supplying Volunteer Examiners

As a nonprofit organization, our volunteer workforce—the Board of Examiners—is the engine that drives us. This group of quality-driven professionals collaborates to assess the businesses and organizations that apply to the TNCPE Award Program each year. They're also in charge of developing the valuable Feedback Reports that applicant organizations use to streamline their processes, empower their workforces, and achieve the results they want.

Examiners come from all industry sectors across the state of Tennessee and from other states, as well. They will tell you they applied for the board because they were looking for a professional challenge that would expand their knowledge base, enhance their personal effectiveness, and sharpen their competitive edge. In addition, they like the idea that they play a key role in making the Southeast region a better place to live and work.

To help maintain a robust and active workforce, we rely on Level 3 and Level 4 applicants to provide examiners for the next TNCPE award cycle. The Board of Examiners works best when there is a balance of new and experienced examiners, so we encourage organizations to send examiners who have served in the past, in addition to those who are new to the

program. Many examiners return year after year because they find their service to TNCPE to be an unparalleled professional development experience, as well as an opportunity to benchmark and network.

Employers find that having TNCPE examiners on staff enables them to integrate the Criteria's improvement framework more quickly and accelerate the quest for excellence. Hear what TNCPE examiners say about their experience by visiting our YouTube Channel: www.youtube.com/user/TNCPE.

Promoting Excellence

Regardless of award level, all TNCPE applicants demonstrate a commitment to excellence. We encourage all winning organizations to promote their achievements and the benefits of the Baldrige Excellence Framework.

TNCPE urges award recipients to publicize their awards and to share non-competitive information about their successful performance strategies with other organizations.

Excellence Award winners are invited to participate as presenters in the Excellence in Tennessee Conference and host a Best Practice tour during the year following their achievement.

Scholarships

A limited number of scholarships are available to nonprofit organizations that want to participate in the TNCPE Award Program but are limited by financial constraints. These scholarships incorporate fee discounts of up to 50 percent. Please call the TNCPE office for details: (800) 453-6474.



Award Application Requirements by Level of Review

This table shows the requirements and review process for each application level (as described on the previous pages). The diagram on page 2 of the Baldrige Framework book may help Level 2, 3, and 4 applicants determine which parts of the Criteria must be addressed in their application.

REQUIREMENT	LEVEL 1 INTEREST	LEVEL 2 COMMITMENT	LEVEL 3 ACHIEVEMENT	LEVEL 4 EXCELLENCE
Intent to Apply/ Eligibility Form with \$250 nonrefundable fee	Not required	Required Submit or postmark by 2017 Cycle: May 15 2018 Cycle: April 15	Required Submit or postmark by 2017 Cycle: May 15 2018 Cycle: April 15	Required Submit or postmark by 2017 Cycle: May 15 2018 Cycle: April 15
Organizational Profile	Required: 5 pages maximum. Level 1: One printed copy of the Organizational Profile plus one electronic copy saved in a PDF file must accompany Level 1 Application Form. <i>(No due date, Level 1 applications are accepted all year long.)</i> Levels 2, 3, and 4: The Organizational Profile is submitted along with the Application Form, Application Fee, and Criteria response <i>(see below)</i> .			
Application Form and Application Fee	Required for all applicants. See page 5 for a schedule of fees. Level 1: Applicants must use the Application Form on page 8. <i>(No due date, Level 1 applications are accepted all year long.)</i> Levels 2, 3, and 4: Applicants must use the Level 2, 3 & 4 Application Form			
CEO signature	Required	Required	Required	Required
Criteria Response	Not Required	<ul style="list-style-type: none"> Organizational Profile Basic item requirements <i>15 pages max. One printed copy and an electronic copy saved in one PDF file</i>	<ul style="list-style-type: none"> Organizational Profile Overall item requirements <i>35 pages max. One printed copy and an electronic copy saved in one PDF file</i>	<ul style="list-style-type: none"> Organizational Profile Multiple item requirements <i>50 pages max. One printed copy and an electronic copy saved in one PDF file</i>
Site Visit*	Half day	One day max. + half-day workshop**	Two days max.	Three days max.
Recognition Eligibility	Interest	Commitment or Interest	Achievement, Commitment, or Interest	Excellence, Achievement, Commitment, or Interest
Applicant Responsibilities			Provide at least one TNCPE examiner [†] Assistance to other organizations	Provide multiple TNCPE examiners [†] (a balanced combination of new and experienced) Assistance to other organizations Participation in annual Conference Best Practice tour

*Applicants must pay a site visit fee to cover site visit costs. See table on page 5 for details.

** After receiving their Feedback Report, Level 2 applicants host a half-day workshop that will help them understand and prioritize the examiners' feedback.

†Examiners are provided for the next application cycle.



2017-2018 Award Program Fees

In keeping with TNCPE's philosophy of encouraging participation in the Award Program, the Board of Directors strives to maintain affordable program fees.

TNCPE Members receive discounts on some fees. Go to TNCPE.org/members for membership information.

Intent to Apply/Processing Fee

A \$250 Intent to Apply Fee is required with the Intent to Apply/Eligibility Form to cover costs associated with initial processing and eligibility determination.

Level 1 applicants do not need to fill out the Intent to Apply/Eligibility Form, but a \$250 Processing Fee must be included with the Application Fee.

Application Fee

The Application Fee is required for all award levels and should be included when the application is submitted to TNCPE. The fee is related to workforce size and application level. **TNCPE Members receive a 20 percent discount on this fee.** Use the table below to determine your Application Fee.

Site Visit Fee

All applicants participate in a site visit from a team of TNCPE examiners (see page 2 for details). The Site Visit Fee covers site visit expenses. The fee is related to workforce size and application level. **TNCPE Members receive a 20 percent discount on this fee.** Applicants outside of Tennessee must pay an additional \$1,000 travel fee. Applicants will be invoiced for the Site Visit Fee following completion of the site visit. Use the table below to determine your fee.

Workforce Size

Workforce size is based on the number of full-time equivalent (FTE) employees working for the applicant. FTEs are defined as those who regularly work 37.5 or more hours a week and are entitled to benefits such as paid vacation, sick leave, and insurance coverage.

Each instance of job sharing, where multiple individuals fulfill the responsibilities of a single position that requires 37.5 or more hours per week, is counted as one FTE.

Fee Table: Levels 2, 3, and 4

Application Level	Number of Employees	Intent to Apply Fee	Application Fee TNCPE Member/ Non-Member	Site Visit Fee* TNCPE Member/ Non-Member	Total With 20% Member Discount	Total at Regular Rate
Excellence Award (Level 4)	Less than 100	\$250	\$1,440 / \$1,800	\$1,920 / \$2,400	\$3,610	\$4,450
	100-500	\$250	\$2,880 / \$3,600	\$2,880 / \$3,600	\$6,010	\$7,450
	501-1,500	\$250	\$4,800 / \$6,000	\$4,800 / \$6,000	\$9,850	\$12,250
	more than 1,500	\$250	\$7,200 / \$9,000	\$5,760 / \$7,200	\$13,210	\$16,450
Achievement Award (Level 3)	Less than 100	\$250	\$1,440 / \$1,800	\$1,440 / \$1,800	\$3,130	\$3,850
	100-500	\$250	\$2,880 / \$3,600	\$2,160 / \$2,700	\$5,290	\$6,550
	501-1,500	\$250	\$4,800 / \$6,000	\$3,600 / \$4,500	\$8,650	\$10,750
	more than 1,500	\$250	\$7,200 / \$9,000	\$4,800 / \$6,000	\$12,250	\$15,250
Commitment Award (Level 2)	Less than 100	\$250	\$1,440 / \$1,800	\$1,440 / \$1,800	\$3,130	\$3,850
	100-500	\$250	\$2,880 / \$3,600	\$2,160 / \$2,700	\$5,290	\$6,550
	501-1,500	\$250	\$4,800 / \$6,000	\$3,600 / \$4,500	\$8,650	\$10,750
	more than 1,500	\$250	\$7,200 / \$9,000	\$4,800 / \$6,000	\$12,250	\$15,250

Fee Table: Level 1

Application Level	Number of Employees	Processing Fee	Application Fee TNCPE Member/ Non-Member	Site Visit Fee* TNCPE Member/ Non-Member	Total With 20% Member Discount	Total at Regular Rate
Interest Recognition (Level 1)	Less than 100	\$250	\$720 / \$900	\$480 / \$600	\$1,450	\$1,750
	100-500	\$250	\$1,440 / \$1,800	\$720 / \$900	\$2,410	\$2,950
	501-1,500	\$250	\$2,400 / \$3,000	\$1,200 / \$1,500	\$3,850	\$4,750
	more than 1,500	\$250	\$3,600 / \$4,500	\$1,680 / \$2,100	\$5,530	\$6,850

* Applicants located outside of Tennessee must pay an additional \$1,000 travel fee.

Sample Applicant

How do application fees break down in real life? Let's say, in 2017 a TNCPE member organization with a workforce of 260 full-time employees applies for a Level 3 TNCPE Award. Here's how it would look:

- \$250 May 15: Intent to Apply Fee due with Intent to Apply/Eligibility Form
- \$2,880 July 17: Application Fee due with award application
\$3,600 minus 20% Member Discount
- \$2,160 Late September: Site Visit Fee due upon receipt of TNCPE Invoice
\$2,700 minus 20% Member Discount

Total Fees: \$5,290

2017-2018 Award Cycles

	2017	2018
Intent to Apply deadline	postmarked by May 15*	postmarked by April 15*
Application deadline	postmarked by July 17 [†]	postmarked by July 16 [†]
Examiner team conducts application assessment and scoring	August 1 to 31	August 1 to 31
Site visit schedule Level 1 Level 2 Level 3 Level 4	Ongoing [†] September 18-22 September 25-29 October 2-6	Ongoing [†] September 17-21 September 24-28 October 1-5
Panel of Judges convenes	Mid-November	
Feedback Reports distributed	Ongoing target completion by December 31	Ongoing target completion by December 31
Excellence in Tennessee Conference and Awards Banquet	Nashville area March 1-2, 2017	Nashville area February 28-March 1, 2018

*Level 1 applicants only fill out the Level 1 Application Form on page 8.

[†]Level 1 applications are accepted at any time during the year.

Site visits must be completed by Feb. 28 for recognition at the Awards Banquet



Preparing Your Award Application

All the forms you need to apply for a TNCPE Award can be found on the following pages.

Organizational Profile

Whether you are applying for a Level 1, 2, 3, or 4 award, the Organizational Profile is a required part of your application.

Level 1 applicants will submit one printed copy and one electronic copy of the Organizational Profile with the Application Form and the Application and Processing Fees.

- The Organizational Profile must be no longer than 5 pages and respond to the questions on pages 4-6 of the Criteria.
- Inclusion of a glossary of terms and abbreviations, as well as an organizational chart, is strongly encouraged. The glossary and organizational chart do *not* count in the Organizational Profile's 5-page limit.

Criteria Response

Level 1 applicants will not submit a Criteria response beyond the Organizational Profile. However, we hope your Level 1 application is just the first step of your excellence journey! The following details about Level 2, 3, and 4 requirements do not apply to you, but will show you what higher level applicants must complete.

The Item Format diagram on page 2 of the Baldrige Framework book may be helpful in understanding the different level requirements.

Award Level	Criteria Response Requirements
1	Organizational Profile only
2	Organizational Profile plus up to 15 pages addressing the <i>basic</i> item requirements
3	Organizational Profile plus up to 35 pages addressing the <i>overall</i> item requirements
4	Organizational Profile plus up to 50 pages addressing the <i>multiple</i> item requirements

One printed copy of the Organizational Profile and Criteria response must be submitted along with the Application Form and Application Fee. In addition, you must submit an electronic copy of the Organizational Profile and Criteria response saved in one PDF file (please do not send a PDF of a scanned document).

The Criteria response should follow these guidelines:

- Must respond to a 2017-2018 version of the Baldrige Excellence Framework.
- Must be typed, using a font size no smaller than 10 point.
- Charts, graphs, tables, and other figures must be legible, using a font size no smaller than 8 point.
- Should identify the category and/or item number designation.
- Must not exceed the applicable page limits. Applicants may present fewer pages than noted if they wish.

Organizing the Application

A glossary of terms and abbreviations is highly recommended. Glossaries, title pages, organizational charts, and tables of contents are not counted in the page limit. All remaining pages should be consecutively numbered from start to finish.

Printed materials must be mailed to TNCPE and postmarked by the deadline on the Application Form.

Electronic materials must be saved in one PDF file and emailed to contact@TNCPE.org by the deadline on the Application Form. Please do not send a PDF of a scanned document.



Level 1 Application Form

Tennessee Center for Performance Excellence Award Program

This form is to be used by Level 1 applicants only. Level 2, 3, and 4 applicants, please visit TNCPE.org/awards/apply for your forms.

Submit one copy of the Level 1 Application Form, one printed copy and one electronic copy of your Organizational Profile, and the Application Fee to the address below. Electronic materials should be emailed to contact@TNCPE.org.

**Tennessee Center for Performance Excellence
2525 Perimeter Place Drive, Suite 122
Nashville, TN 37214-3773**

1. Applicant

Organization name as it will appear on award _____

Address _____

City _____ State _____ Zip _____

Total # of employees (full-time equivalent) _____

Total # of sites _____

2. Industry Sector

Please check the sector that best describes your organization

- Manufacturing Education Service
- Government Health Care Nonprofit

3. Industrial Classification

List up to three NAICS codes that best describe your organization (see page 10).

4. Official Contact

Name _____

Title _____

Mailing address _____

Street address (no PO Box) _____

City _____ State _____ Zip _____

Telephone _____

Email _____

5. Fees

An Application Fee, along with a \$250 Processing Fee is required with this Application Form.

Please refer to the table on page 5 to determine your application fee.

Application Fee _____

Processing Fee _____ + \$250

Total Enclosed _____

6. One-Sentence Description of your Organization

7. How did you hear about TNCPE?

8. Release Statement and Signature of Highest Ranking Official

Name _____

Title _____

Address _____

City _____ State _____ Zip _____

Telephone _____

Email _____

I state and attest that:

I have reviewed the information provided in the Organizational Profile in this application packet. To the best of my knowledge, no untrue statement or omission of a material fact that is legally disclosable and affects organizational ethical and legal practices has been made in this application packet. I understand if information is found that could be embarrassing to TNCPE or its Award Program my organization will no longer receive consideration for the award and will only receive a Feedback Report.

Signature _____ Date _____

See Level 1 Application Form instructions on the next page.



Completing the Level 1 Application Form

This form is for Level 1 applicants only.

Please type or print.

1. Applicant

Use these fields to provide the official name and address of your organization as it will appear on the award and in publicity materials.

Also provide the number of full-time equivalent (FTE) employees working at the organization and indicate the number of sites to be included in the evaluation.

Full-time equivalent employees are defined as those who regularly work 37.5 or more hours a week and are entitled to benefits such as paid vacation, sick leave, and insurance coverage. Each instance of job sharing, where multiple individuals fulfill the responsibilities of a single position that requires 37.5 or more hours per week, is counted as one FTE employee.

2. Industry Sector

Please select the sector that best describes your organization.

3. Industrial Classification

Insert the North American Industrial Classification System codes most relevant to your organization's products and/or services (see page 10). If you wish to access the NAICS codes online, go to www.census.gov/naics.

4. Official Contact

In these fields, provide complete contact information (using a street address for courier deliveries) for the person at the organization who can provide additional information and arrange a site visit.

5. Fees

The Application and Processing Fees may be paid with check or credit card. Submit your payment with this Application Form or call TNCPE to pay with a credit card: (800) 453-6474

6. One-Sentence Description of Your Organization

Provide a brief description of your organization. This description will be used in conjunction with the Excellence in Tennessee Awards Banquet and for publicity purposes.

7. Please take a moment to tell us how you learned about TNCPE.

8. Release Statement and Signature of Highest Ranking Official

The applicant's highest-ranking official must sign in the space provided, indicating agreement to the terms and conditions stated in the Release Statement. His or her signature attests that no untrue statement of a material fact is contained in the Application Package and no omission of a material fact that is legally disclosable and affects organizational ethical and legal practices has been made.

Organizational Profile

One printed copy and one electronic copy of your Organizational Profile must be included in your Application Packet. Please refer to page 7 for detailed information about the five-page Organizational Profile.

The Organizational Profile should be submitted along with the Application Form and follow these guidelines:

- Must respond to a 2017-2018 version of the Criteria.
- Must be typed, using a font size no smaller than 10 point.

Submitting your Level 1 Application

Your Application Packet should include:

- The Level 1 Application Form
- Application and Processing Fees
- One printed copy of your Organizational Profile
- An electronic copy of your Organizational Profile saved in one PDF file

Submit these items to the Tennessee Center for Performance Excellence.

**Tennessee Center for Performance Excellence
2525 Perimeter Place Drive, Suite 122
Nashville, TN 37214-3773
(800) 453-6474**

Electronic materials should be emailed to contact@TNCPE.org.



North American Industry Classification System (NAICS) Codes

Please insert NAICS codes most relevant to your organization’s products and/or services on the first page of the Intent to Apply/ Eligibility Form or Application Form.

111	Crop Production	493	Warehousing and Storage
112	Animal Production	511	Publishing Industries (except Internet)
113	Forestry and Logging	512	Motion Picture and Sound Recording Industries
114	Fishing, Hunting and Trapping	515	Broadcasting (except Internet)
115	Support Activities for Agriculture and Forestry	517	Telecommunications
211	Oil and Gas Extraction	518	Data Processing, Hosting and Related Services
212	Mining (except Oil and Gas)	519	Other Information Services
213	Support Activities for Mining	521	Monetary Authorities-Central Bank
221	Utilities	522	Credit Intermediation and Related Activities
236	Construction of Buildings	523	Securities, Commodity Contracts, and Other Financial Investments and Related Activities
237	Heavy and Civil Engineering Construction	524	Insurance Carriers and Related Activities
238	Specialty Trade Contractors	525	Funds, Trusts, and Other Financial Vehicles
311	Food Manufacturing	531	Real Estate
312	Beverage and Tobacco Product Manufacturing	532	Rental and Leasing Services
313	Textile Mills	533	Lessors of Nonfinancial Intangible Assets (except Copyrighted Works)
314	Textile Product Mills	541	Professional, Scientific, and Technical Services
315	Apparel Manufacturing	551	Management of Companies and Enterprises
316	Leather and Allied Product Manufacturing	561	Administrative and Support Services
321	Wood Product Manufacturing	562	Waste Management and Remediation Services
322	Paper Manufacturing	611	Educational Services
323	Printing and Related Support Activities	6111	Elementary and Secondary Schools
324	Petroleum and Coal Products Manufacturing	6112	Junior Colleges
325	Chemical Manufacturing	6113	Colleges, Universities, and Professional Schools
326	Plastics and Rubber Products Manufacturing	6114	Business Schools and Computer and Management Training
327	Nonmetallic Mineral Product Manufacturing	6115	Technical and Trade Schools
331	Primary Metal Manufacturing	6116	Other Schools and Instruction
332	Fabricated Metal Product Manufacturing	6117	Educational Support Services
333	Machinery Manufacturing	621	Ambulatory Health Care Services
334	Computer and Electronic Product Manufacturing	6211	Offices of Physicians
335	Electrical Equipment, Appliance, and Component Manufacturing	6212	Offices of Dentists
336	Transportation Equipment Manufacturing	6213	Offices of Other Health Practitioners
337	Furniture and Related Product Manufacturing	6214	Outpatient Care Centers
339	Miscellaneous Manufacturing	6215	Medical and Diagnostic Laboratories
423	Merchant Wholesalers, Durable Goods	6216	Home Health Care Services
424	Merchant Wholesalers, Nondurable Goods	6219	Other Ambulatory Health Care Services
425	Wholesale Electronic Markets and Agents and Brokers	622	Hospitals
441	Motor Vehicle and Parts Dealers	623	Nursing and Residential Care Facilities
442	Furniture and Home Furnishings Stores	624	Social Assistance
443	Electronics and Appliance Stores	711	Performing Arts, Spectator Sports, and Related Industries
444	Building Material and Garden Equipment and Supplies Dealers	712	Museums, Historical Sites, and Similar Institutions
445	Food and Beverage Stores	713	Amusement, Gambling, and Recreation Industries
446	Health and Personal Care Stores	721	Accommodation
447	Gasoline Stations	722	Food Services and Drinking Places
448	Clothing and Clothing Accessories Stores	811	Repair and Maintenance
451	Sporting Goods, Hobby, Book, and Music Stores	812	Personal and Laundry Services
452	General Merchandise Stores	813	Religious, Grantmaking, Civic, Professional, and Similar Organizations
453	Miscellaneous Store Retailers	814	Private Households
454	Nonstore Retailers	921	Executive, Legislative, and Other General Government Support
481	Air Transportation	922	Justice, Public Order, and Safety Activities
482	Rail Transportation	923	Administration of Human Resource Programs
483	Water Transportation	924	Administration of Environmental Quality Programs
484	Truck Transportation	925	Administration of Housing Programs, Urban Planning, and Community Development
485	Transit and Ground Passenger Transportation	926	Administration of Economic Programs
486	Pipeline Transportation	927	Space Research and Technology
487	Scenic and Sightseeing Transportation	928	National Security and International Affairs
488	Support Activities for Transportation		
491	Postal Service		
492	Couriers and Messengers		



Program Materials

2017-2018 Baldrige Excellence Framework Books

There are three versions of the Baldrige Excellence Framework:

- The **Business/Nonprofit** Baldrige Excellence Framework is used by the manufacturing, service, small business, nonprofit, and government sectors.
- The **Health Care** Baldrige Excellence Framework is used by health care organizations.
- The **Education** Baldrige Excellence Framework is used by educational organizations.

All three versions of the Baldrige Excellence Framework book may be purchased from TNCPE for \$30 per copy by visiting www.TNCPE.org/framework, or by calling our office: (800) 453-6474.

Digital Criteria

PDFs of all three versions of the Framework are available from the Baldrige Performance Excellence Program for \$12 per download: www-s.nist.gov/bpep_order/product.aspx.

Please note, digital versions of the Framework will not include TNCPE-specific information such as the TNCPE award cycle schedule, award application forms, or information about TNCPE's four Award levels. All of this information can be found on www.TNCPE.org.

Volume Discounts

Volume discounts are available:

Copies	Discount
5-24	5%
25-99	10%
100+	15%

Shipping Fees

The following shipping and processing fees apply to all orders:

Copies	U.S. Charges
Single copy	\$7.00
2-10 copies	\$12.00
11-20 copies	\$16.00
21+ copies	contact the TNCPE office for shipping costs

Orders will ship within 48 hours.
Please allow one week for delivery.