

# TNCPE Site Visit

TNCPE Overview for 2018 Applicants



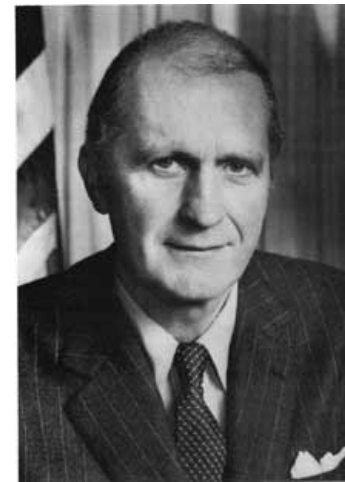
# Opening Meeting Agenda

- Introductions
- Applicant presentation
- TNCPE presentation
  - TNCPE Overview
  - Purpose of the Site Visit
  - Role of Examiners
  - Confidentiality and Code of Conduct
  - Site Visit Schedule

# TNCPE and Baldrige

## Baldrige Performance Excellence Program

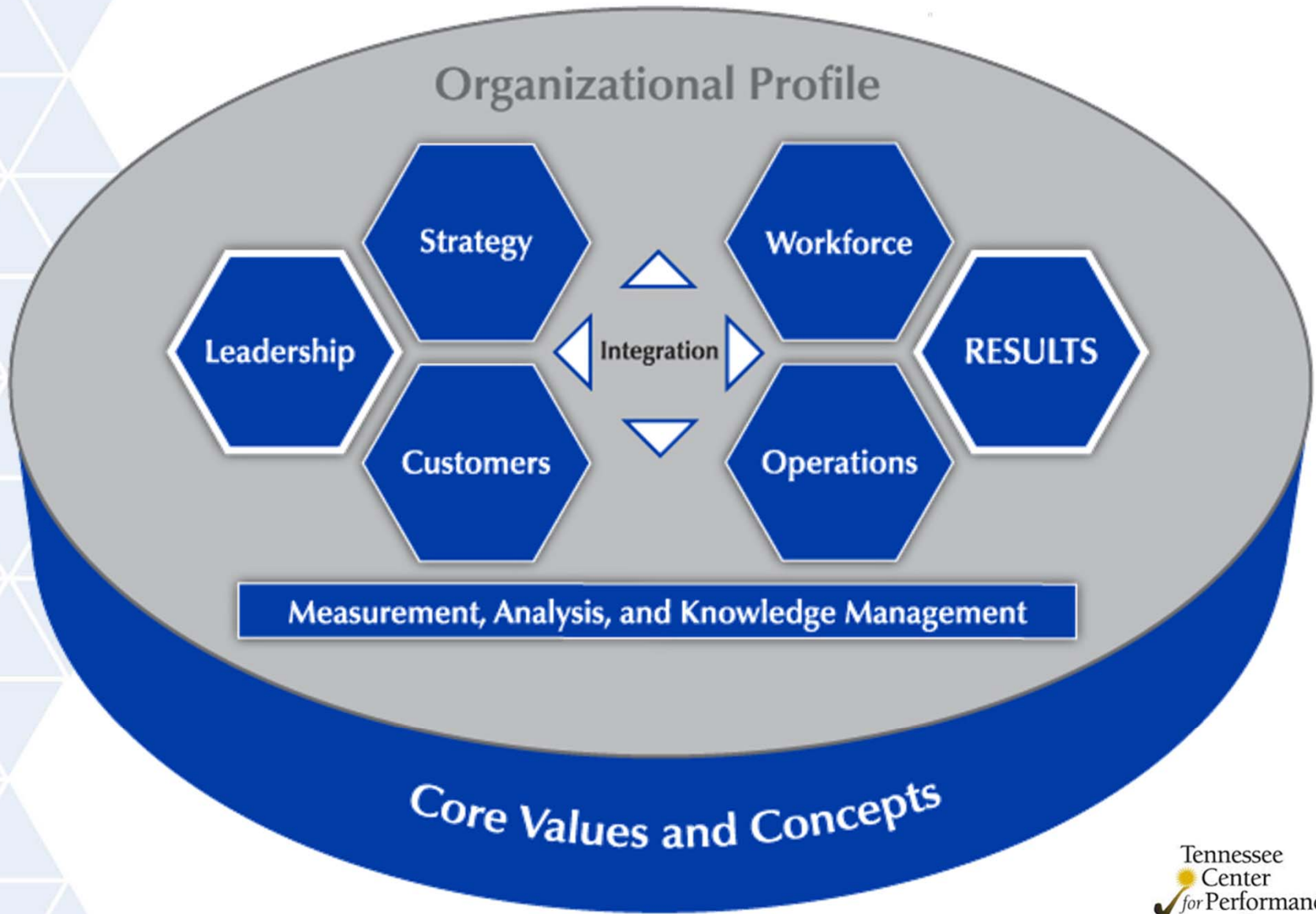
- Established by Congress in 1987
- Purpose: to enhance U.S. business competitiveness in a global economy by:
  - Identifying and recognizing role-model businesses
  - Establishing criteria for evaluating improvement efforts
  - Disseminating and sharing best practices
- Internationally recognized and emulated
- National resource



Mac Baldrige

# Framework for Performance Excellence

- Common sense
- Aligns the entire organization to achieve the mission and vision and live the values
- Identifies gaps
- Asks really good questions:
  - For example: “How do senior leaders set your organization’s vision and values?”
  - How can we do it better?
- Works for any organization!



# Why TNCPE?

- “Easy way in” to understanding the Framework
  - Receive valuable feedback as an applicant
  - Train internal experts through the Board of Examiners
  - Learn best practices as a member
- Provides “stair step” approach to meet applicants where they are
- Offers supporting services like examiner training, conference, speakers’ bureau and workshops
- Pre-requisite to a national application

# TNCPE Culture

## Mission

To drive organizational excellence in Tennessee.

## Vision

To be the partner of choice in leading Tennessee organizations to world-class performance excellence.

*Together . . . building a state of excellence.*

## Values

Customer focus

Integrity

Respect

Collaboration

Leadership

Excellence

Innovation

Continuous improvement



# TNCPE Board of Directors

Dr. Lyle Ailshie, Deputy Commissioner, **TN Dept. of Education**

Mark Bainbridge, VP, **Caterpillar Financial Services**

Chris Beaulieu, Global Operations Leader, **Cummins Business Services**

Hal Beckham, VP & CFO, **Medtronic Inc., Spine Division**

Tony Benton, CEO, **Tennova Healthcare East Market**

Lee Brown, General Manager, **Erwin Utilities**

Janell Cecil, SVP & CNO, **University of Tennessee Medical Center**

Dr. Dennis Depew, Dean, **College of Business and Technology, ETSU**

Dr. John Dreyzehner, Commissioner, **TN Dept. of Health**

Kevin Grayson, Asst. Dir. Technology Management, **North Carolina State University**

David Hart, CEO, **TRICOR**

Rebecca Hunter, Commissioner, **TN Dept. of Human Resources**

Paula Jacobs, VP Process Improvement, **Methodist Le Bonheur Healthcare**

Doran Johnson, SVP, **NHC South Central Region**

David Jones, CEO, **EnableComp**

Wes Kelley, President and CEO, **Huntsville Utilities**

Patrick Lawton, City Administrator, **City of Germantown**

Stacey Max, Director of Engineering, **Marvin Windows and Doors**

Paul Saylor, President & COO, **Caris Healthcare**

Chuck Shoopman, AVP, **UT Institute for Public Service**

Amy Shreve, EVP, **First Tennessee**

Jennifer Slayton, Ex Dir, Quality Improvement, **Vanderbilt University Medical Center**

Van Wardlaw, EVP, **TVA**

Alan Watson, CEO, **Maury Regional Medical Center**

Rodney Woods, VP, **BlueCross BlueShield of Tennessee**



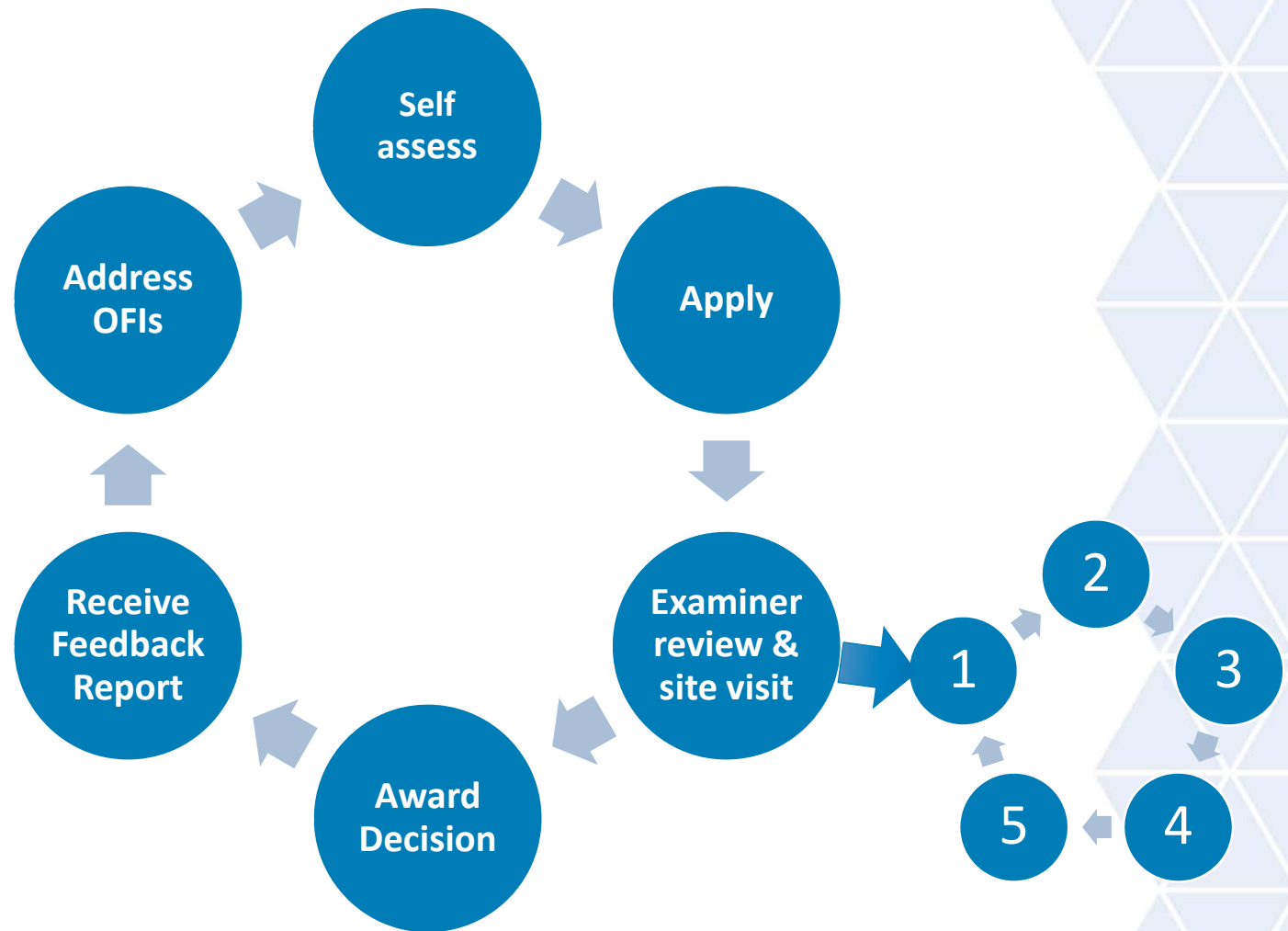


# ROI for Applicants

TNCPE helps you answer these questions:

1. Is your organization doing as well as it could?
2. How do you know?
3. What – and how – should your organization change to get better results?

# Applicant Assessment Process



# Examiner Evaluation Cycle



# Purpose of the Site Visit

- To learn more about your organization
- To clarify opportunities for improvement
- To verify role model strengths
- To give you an opportunity to “tell your story”
- To meet *your* expectations

# ROI for Examiners

- Excellent professional development
  - Understand and apply our nation's standard of excellence
  - Learn how to drive continuous improvement in your own organization
- Contribute to economic development
  - Help make Tennessee a better place to live and work
  - Volunteer commitment
- Network with other like-minded business leaders

# Role of the Examiner

*Our examiner team will:*

- Learn more about your organization
- Ask many questions
- Listen for understanding
- Take extensive notes
- Review data and information
- Respect the value and confidentiality of information shared on site

# Examiner Rules of Conduct

- Examiners are assigned to avoid conflict of interest
- Examiners sign a Non-disclosure Agreement and Conflict of Interest Statement
- Applicant information is confidential
- No materials will be taken off-site
- No contact or consulting with applicant after site visit
- No gifts or considerations accepted
- No results of the site visit or application assessment will be provided on-site
- Award banquet etiquette



# Site Visit Agenda

- Day 1
- Day 2
- Day 3

# What Questions Do You Have?





[www.TNCPE.org](http://www.TNCPE.org)



Tamera Fields Parsons, President & CEO  
Sue Alexander, Manager of Administration  
Emily Ferguson, Communications Manager  
Ann Harris, Program Assistant

## **Tennessee Center for Performance Excellence**

2525 Perimeter Place Drive, Suite 122  
Nashville, Tennessee 37214

Phone: 615-889-8323  
or 800-453-6474

E-mail: [contact@tncpe.org](mailto:contact@tncpe.org)

