



Achieving World-Class Performance

The Challenge

Organizations of all types have turned to Schmalensee Partners, Baldrige Coach, and other of our partners to find ways to become more competitive. Their specific goals vary: They may want to retain or enhance the performance of their staff members and supervisors, to retain or grow their customer base, to increase sales, to make their operations more efficient and cost effective, to reduce errors, to use innovation to pull ahead of their competitors, or simply to grow and become more profitable.

When organizations – including manufacturers, service firms, healthcare or educational institutions and non-profits – turn to us, we have a number of proven approaches to use depending on how far advanced they are in their efforts to become world-class.

Schmalensee Partners' Approach

1. For organizations that are just getting started, we often have their leaders and staff members take a self-assessment survey. This reveals where the individuals agree and disagree, where the organizations are strong or weak, and offers guidance on where to focus improvement efforts.
2. For clients who are committed to investing in improvement, we facilitate a session where their leaders define how they all see their organization. This process of agreeing on their organizational profile often reveals important and surprising differences of opinion that we help them iron out so that they are ready to move forward together as a team.
3. If the clients are agreed on their specific improvement goal, we have a variety of experts to help them. For instance, we use lean six sigma, balanced scorecards, facilitated strategic planning, customer or employee opinion research, process-redesign, leadership or team coaching, training or other methods as appropriate.
4. If the clients are well-advanced and committed, we guide them as they write applications for their state quality awards or for the Baldrige Performance Excellence Program. The process of writing up how their organizations operate and what they have accomplished is a terrific method of shared learning, and the feedback they receive from the skills examiners of their applications is invaluable.

Results

- Clients of Schmalensee Partners and its partners have won literally dozens of Baldrige and state quality awards – the highest recognition of performance excellence.
- To accomplish this, they have all shown superior financial, customer, staff, leadership or operational results and have outperformed their peers.
- They have become role models for others in their industries.