

# GOVERNMENT



*To capture performance excellence, Ohio's government will have to be more innovative, strategic, flexible, and results driven.*

The Baldrige Criteria for Performance Excellence is a framework for continuous improvement aimed at achieving results that are important to your organization. The framework is designed to help organizations use an aligned approach to organizational performance management.

"OPE provides any organization with a proven method of focusing on positive organizational change. I have been fortunate to be involved in organizations at both the state and federal level that were interested in improving and found that the Baldrige process was an effective way to do so. Much more than an award program, the framework and criteria of OPE allow an organization to follow a program of improvement."

James R. Morris, P.E.  
Director, USGS

Ohio Water Science Center  
Columbus, Ohio  
2007 OPE Bronze Award



With their international acceptance as the model for performance excellence, the Baldrige Criteria becomes a common language for communication among organizations for sharing best practices.



Whether your agency is small or large, has one facility or multiple sites across the state, the Baldrige Criteria provides a valuable framework that can help you achieve results.

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*More than any other program, the Ohio Partnership for Excellence is responsible for making quality a statewide priority and disseminating best practices across Ohio.*



We invite you to partner with OPE and participate in a community of professionals who:

- Share a practical concern to share knowledge and solutions.
- Build competency and expertise.
- Improve the ability for government entities to deliver maximum value to patients and customers.

For more information on OPE and the Baldrige Criteria, visit us on the web or give us a call.

**Why implement Baldrige?**  
The answer is simple, to achieve results.

The Government-centered Criteria are designed to help organizations use an integrated approach to organizational performance management that results in:

- Delivery of ever-improving value to constituents, employees and stakeholders, contributing to improved organizational effectiveness and efficiency.
- Improvement of overall effectiveness and capabilities.
- Organizational and personal learning
- The Criteria will also help you align resources, improve communications, and boost productivity and effectiveness.



*Helping organizations  
see improved results*

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

ph: 614-441-8337 | fx: 614-515-4771

email: [info@partnershipohio.org](mailto:info@partnershipohio.org)