Unifying management methods and tools with the Baldrige criteria and core values
Cheryl Strand Pace and Thomas R. Field
University of Kansas Medical Center, Kansas City, KS

When the University of Kansas Medical Center realized it was time to make a transformative change, we chose a proven framework, the Baldrige Performance Excellence Program (BPEP), to guide us. The BPEP is not prescriptive. It provides a set of criteria that focus on the common needs that any organization must meet in order to reach its goals, and then sustain success.

We also studied many different leadership principles, management methods and tools including Lean Six Sigma, Balanced Scorecard, The Four Disciplines of Execution, Enterprise Business Architecture, and an in-house leadership training program. While looking at these, we noticed how many principles they all had in common and started mapping out where these different methods and tools overlapped. We then aligned them to the Baldrige criteria. Our analysis of these methods and tools shows how they can be used together and how they complement and align with the Baldrige criteria.

Our poster is a graphic representation of this analysis. We believe it shows that the BPEP can be a unifying, overarching framework that allows different methods and tools to be used together and to enhance each other. We hope you’ll be able to use this to show how other management methods and tools you may be using that are not included in our analysis can also be aligned to the Baldrige criteria.

BPEP Guide (3,5,6,7)
Four dimensions of the business architecture
1. Leadership
2. Measurement Planning
3. Results
4. Customer Focus
5. Organizational and Personal Learning
6. Clinical and Patient Care
7. Results

Legend
Leadership criteria
1. Leadership
2. Measurement Planning
3. Customer Focus
4. Organizational and personal learning
5. Clinical and patient care
6. Results
7. Results

BPEP Core Values
A. Visionary leadership
B. Customer focus
C. Organizational and personal learning
D. Clinical and patient care
E. Results