ILPEx

Recognition Program

Join a Class of Distinction

ILPEx Award for Excellence: 2018 Application

Submit applications to:
ILPEx Recognition Program, c/o IMEC
1501 W. Bradley Ave, Jobst 428
Peoria, IL 61625

Direct questions to:
Ben Krupowicz, Executive Director
888.806.4632
bkrupowicz@imec.org
www.ilpex.org

Intent to Apply deadline: March 23, 2018

ILPEx Award for Excellence Application deadline: June 8, 2018

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HOW TO APPLY

ELIBILITY GUIDELINES

BASIC ELIGIBILITY

Eligibility for recognition is intended to be as open as possible; provided that an organization's major business functions are *verifiable* in Illinois.

Publicly or privately owned, domestic or foreign owned, joint ventures, incorporated firms, sole proprietorships, partnerships, and holding companies may apply. Subsidiaries of companies not headquartered in Illinois may be eligible if they meet the eligibility conditions contained in the subsidiaries and organization units section on pages 2 and 3.

AWARD ELIGIBILITY SECTORS

For 2018, ILPEx Awards for Excellence are available to Illinois organizations in the following sectors: Manufacturing, Service, Health Care, Education, Nonprofit and Government.

The eligibility sectors are as follows:

1. *Industry* - Organizations or subsidiaries that produce and sell manufactured products or manufacturing processes, which includes organizations in the agricultural, mining, or construction industries. Organizations in industry will use the business criteria booklet.

2. *Service -* Organizations or subsidiaries that sell services. Proper SIC codes of organizations that perform both manufacturing and service are determined by the larger percentage of sales. Service organizations will use the business criteria booklet.

3. *Healthcare* - Organizations or subsidiaries that provide services in the Healthcare sector. Health care organizations will use either healthcare criteria booklet.

4. *Educational Organizations* - Institutions that provide educational services within the State of Illinois. Educational institutions will use the Education criteria booklet.

5. *Nonprofit or Government Organizations* – Participation is open to Illinois based nonprofit public, private, and government organizations. For example, eligible organizations include local, state, and federal government agencies; trade associations; charitable organizations; social service agencies; credit unions; and professional societies. Nonprofit or government organizations will use the business criteria booklet.

SUBSIDIARIES AND ORGANIZATIONAL UNITS

For the purpose of the ILPEx Awards for Excellence, the terms subsidiary, sub-unit, component, business unit, division, and district office are used interchangeably. A Small Business must apply as a whole business; subsidiaries of small businesses are not eligible.

A subsidiary is not eligible if its parent organization or one of its other subsidiaries is the sole customer for its product or service. If the organization applying provides products and services internally (to a parent organization) and externally, then both activities need to be addressed in the Application Report.

Organizations performing only business support functions, such as sales, human resources, and legal services, are not eligible.

For a component of an organization to be eligible on its own, it must be considered an independently operated entity. This is defined as meeting all of the following criteria:

1. It must have a clear definition of organization and mission, such as its own leadership and senior executives, administrative manuals or procedures, defined budget, accountability, etc.

2. It must be sufficiently independent of its parent or peer organization in that it has authority to initiate actions, expend resources, and influence and affect the performance of most of the elements described in each assessment criterion and category, and that such elements can be evaluated without directly involving other organizations. For example, a field or regional office with the authority to spend budgeted funds on its own programs and initiatives; which engages in its own strategic plan

(as part of the parent organization's plan); has some control over development of its work force; and is responsible for business results and customer relationship management, may apply separately if the other requirements of this part are met.

Note: This does not preclude an organization from applying if one or more of the services covered by an assessment criterion is performed by another organization, e.g., human resources, purchasing, etc. as long as the applying organization can use such services as part of its own quality and strategic decision making efforts. Neither is an organization ineligible if it receives policy direction and oversight from another organization. In all such cases, the evaluation will be based on consideration of all elements of the criteria, no matter where or by which organization they are performed.

3. It must primarily serve the public or organizations other than the parent organization. For example, personnel, accounting, budget, procurement, and information services departments that provide service to the parent organization only, are not eligible to submit their own applications. However, forestry, public health, recreation, and streets and sanitation departments of local governmental units, all of whom serve the public, may be eligible to apply separately if the other requirements of this part are met. Similarly, an organization providing support services to other unrelated organizations may also be eligible.

4. The organization is considered to be "permanent" (i.e., must have existed for one year prior to applying) and must not have a defined limited life.

LEVELS OF AWARDS

The ILPEx program provides a system for recognizing organizations at three levels that are representative of progress and growth toward performance excellence. Award levels reflect the increasing maturity of a performance management system as defined by the ILPEx Criteria for Performance Excellence.

All applicant organizations must submit an application responding to the criteria in a document not to exceed 50 pages. A team of Examiners will evaluate the applicant's

organization and develops feedback and findings. The Panel of Judges review these findings, select applicants for site visits, and recommend awards for applicants to the ILPEx Board of Trustees.

ILPEx AWARD LEVELS:

ILPEx BRONZE AWARD FOR COMMITMENT TO EXCELLENCE:

The first level of recognition is for the organization that demonstrates systematic approaches that respond to the basic requirements of the Criteria. A general improvement orientation is evident. Among the key approaches required to demonstrate a commitment to excellence are senior leaders' actions to guide and sustain the organization, and the use of systematic approaches to improve key work processes. Results are reported for several areas that are important to accomplishment of the organization's mission. Because deployment is a minimal factor in determining this award, site visits are not required.

Organizations must provide documentation by responding to the criteria in a document ***not to exceed 50 pages***.

Site visits for the Bronze award are subject to the judge's determination.

ILPEx SILVER AWARD FOR PROGRESS TOWARD EXCELLENCE:

The second level of recognition is for the organization that demonstrates effective, systematic well-deployed approaches that respond to the overall requirements of most Criteria Items and are aligned with organizational needs. Key approaches are beginning to be systematically evaluated and improved. Results are reported for many areas of importance and demonstrate improvement trends and/or good performance for some areas that are important to accomplishment of the organization's mission.

Organizations must provide documentation by responding to the Criteria requirements in a document ***not to exceed 50 pages***.

Site visits for a Silver award are required.

THE ILPEx GOLD AWARD FOR ACHIEVEMENT OF EXCELLENCE:

The third level of recognition is for the organization that demonstrates effective, systematic well-deployed approaches that respond to the multiple requirements of most Criteria Items and are integrated to meet organizational needs. A fact-based, systematic evaluation and improvement process is in place to improve the efficiency and effectiveness of key approaches. Results are reported for most areas of importance, with beneficial trends in areas that are important to accomplishment of the organization's mission, and performance relative to comparisons that demonstrates the organization is an industryleader in some key results areas. The organization can be considered a role model.

Organization must address the Criteria requirements in a document *not to exceed 50 pages*.

Site visits are required for a Gold award.

IS YOUR ORGANIZATION READY TO APPLY?

To decide if your organization is ready to submit an application, you are strongly encouraged to schedule an on-site "Application Writing Workshop" training session. This one-day workshop provides your organization the opportunity to further understand the ILPEx Award, the application process, and the Baldrige Criteria. It will assist your organization in getting started on writing an application, evaluating where you are in the organizational process, with tips and examples on how to get the most out of your application and understanding key points of the criteria in relationship to your organization. This workshop is **HIGHLY** recommended for all applicants both new and returning.

To schedule a workshop, contact Ben Krupowicz at bkrupowicz@imec.org

RE-APPLICATION

Organizations may reapply for an ILPEx Award in succeeding years and may be offered any one of the three levels based on the determination of the Judge's Panel. Each award cycle is independent and awards are made without consideration of prior applications or awards offered.

INTENT TO APPLY AND ELIGIBILITY DETERMINATION

For organizations to participate in the 2018 Award Cycle an "Intent to Apply" Packet must be submitted to ILPEx office to determine eligibility (see page 10).

Potential Award Applicants should submit the completed "Intent to Apply" packet as early as possible, **but it must be received in the ILPEx office no later than March 23, 2018**.

The entire Application Package (maximum of 50 pages) must be received in the award office no later than June 8, 2018.

CONFIDENTIALITY

The names of applicant organizations and any evaluation findings, feedback or scoring information that is developed during the review of Applications are regarded as proprietary and kept confidential. Such information is available only to those individuals directly involved in the evaluation and Application distribution process. Members of the Board of Examiners are assigned to Applicants according to strict conflict of interest rules and receive no information regarding the content or status of Applications to which they are not assigned. Information on successful strategies of Award Recipients and other Applicants may be released only with written approval from the Applicant.

The ILPEx staff will honor, to the fullest extent permitted by law, an Applicant's written request that certain information not be disclosed if the information is considered to be a trade secret or if its disclosure would damage the competitive position of the organization. It is suggested that the Applicant clearly mark information included in its application that it does not want disclose.

2018 TIMELINE OF EVENTS

February 22	Conference on Enterprise Excellence – Oak Brook
	2017 ILPEx Awards Ceremony & Recognition Dinner – Oak Brook
March 23	**Deadline: Intent to Apply Package** due to ILPEx Recognition Program office
April 6	**Deadline: Examiner Applications** due to ILPEx Recognition Program office
April 16	Senior Examiner Training Downers Grove, IL *(Hosted by Advocate Good Samaritan Hospital)*
April 19 – 20	New Examiner Training Oak Brook, IL *(Hosted by Elkay Manufacturing)*
May 21 – 22 – 23	ILPEx Examiner Training Downers Grove, IL *(Hosted by Advocate Good Samaritan Hospital)*
May 30 – 31 & June 1	ILPEx Examiner Training Peoria, IL *(Hosted by IMEC)*
June 8	**Deadline: Award Applications** due to ILPEx Recognition Program office
June 15	Examiner Teams created
June 15	**Applications distributed to Examiners**
June 15 – July 13	Individual Application Review period
July 13 – August 3	Application Review Consolidation before Consensus
August 3 – 17	**Consensus review period**
August 17 – August 24	Consensus Feedback Preparation period
August 24	**Judge's Meeting**: Conference Call
August 24 – September 9	Site visit preparation period
September 9 – September 28	**Individual site visits**
September 28 – October 12	Feedback preparation for Judge's meeting
October 12	**Judge's Meeting: Award determination and process improvement** Downers Grove, IL *(Hosted by Advocate Good Samaritan Hospital)*
October 19	Final feedback reports due to the ILPEx Recognition Program office
November 2	**Announcement of 2018 ILPEx Award Recipients**
November 9	Feedback Reports distributed to 2018 Recipients
December 2018 or January 2019	2018 ILPEx Awards Ceremony & Recognition Dinner – Location TBD

SERVING AS AN EXAMINER

Organizations often find it beneficial to encourage key members of their staff to serve as ILPEx Examiners. For organizations or individuals interested in Examiner Training, the application to become an Examiner is available on the ILPEx Recognition Program website at www.ilpex.org/examiner-information.

First time Examiners are required to pay *a non-refundable fee of $975* to attend training. This fee includes the two-day Criteria training, one of the three-day examiner training, and course materials.

Second year Examiners are required to pay a *non-refundable training fee of $500* to cover the cost of materials and training.

Third year Examiners are required to pay a *non-refundable training fee of $250* to cover the cost of materials and training.

Following is a timeline for those who wish to serve as an examiner.

Event/Status	*Date*
Complete Examiner Application	Due by April 6, 2018
Senior Examiner Training *only required if requested to attend by the ILPEx Recognition Program*	April 16, 2018 Downers Grove *(Hosted by Advocate Good Samaritan Hospital)*
New Examiner Training *Returning examiners may attend for refresher training*	April 19-20, 2018 Oak Brook *(Hosted by Elkay Manufacturing)*
Three-day Examiner Training *(ALL examiners must attend one of the training sessions)*	May 21-23, 2018 Downers Grove *(Hosted by Advocate Good Samaritan Hospital)* –or– May 30, 31 and June 1, 2018 Peoria *(Hosted by IMEC)*

FEES

Application Fees   **Step 1 -** Intent to Apply (see table below)

Step 2 - Application Package (see table below)

Site Visit Expenses   Award applicants may be granted a site visit based on the determination of the Panel of Judges. The fee for a site visit is $5,000 and is due one week after the site visit ends. Each applicant is responsible for hotel accommodations for the site visit team which must be coordinated with the ILPEx office. A typical Site Visit lasts between three and five days and involves a site visit team of between four and eight people.

Site visit fee (due before site visit begins)	Non-Refundable Intent to Apply**	ILPEx Award for Excellence Application Fee
$1,500 - $5,000 + hotel accommodations	$1,000**	$7,000***

** This fee will be credited against the application fee.
*** Educational Organizations may be eligible for a discount

DOCUMENTATION AND SITE VISIT DETAILS

Action	ILPEx Award application requirements
Applicant Profile	5 pages maximum
Site Listing and Description	Required
Application Page Limit	50 pages maximum
Site Visit	At Judges' discretion

MANAGEMENT APPLICATION PACKAGE

STEP 1.1 - INTENT TO APPLY INSTRUCTIONS AND FORMS

GENERAL INSTRUCTIONS

Before an Application for ILPEx Awards can be considered, an "Intent to Apply" package must be received by **March 23, 2018.** The forms may be downloaded from the ILPEx Recognition Program website (www.ilpex.org) or may be duplicated and submitted as single-sided pages.

INTENT TO APPLY CHECKLIST:

The following items need to be included in your "Intent to Apply" packet:
- ✓ Completed Intent to Apply Form (below)
- ✓ Site Listing and Description Form
- ✓ Applicant Profile (5 pages maximum)

INTENT TO APPLY FORM

***Item 1. - Applicant** – Provide the official name and mailing address of the organization applying for the Award. The Site Listing and Description Form (page 12) must also be completed.*	***1. Applicant*** Organization Name _____ Address _____ Federal Employer Identification No. (FEIN) _____
***Item 2. - Official Inquiry Point** – Give the name, address, and telephone number of the official with authority to provide additional information or to arrange a site visit. If this official contact point changes during the course of the application process, please inform the Award Office. Please provide a contact number for this designee during the months of **MARCH 2018 – JANUAR 2019**.*	***2. Official Inquiry Point*** Name _____ Title _____ Mailing Address _____ Overnight Mailing Address _____ Telephone No. _____ Fax No. _____

Item 3 Recognition Award levels determined by the panel of judges pages 3- 5	***3. Recognition Awards:***
	
	    ILPEx Bronze Award for Commitment to Excellence
	
	    ILPEx Silver Award for Progress Towards Excellence
	
	    ILPEx Gold Award for Achievement of Excellence

Item 4 – Criteria Information – Indicate which criteria you will be using to complete the application.	***4. Check the Criteria booklet you are using (check one):*** Business/Government/Non-Profit Education Health Care

Item 5. - Award Category – *Select the appropriate award category based on the Applicant's size and the sector in which it operates.*	**5. a. Award Category (check one):** Industry Service Health Care Education Nonprofit Government
If the Applicant is an educational institution, also indicate the category that best describes the institution.	**b. For Educational Institutions only, Type of Applicant** K-12 School District Elementary School High School Middle School/Jr. High Private K-12 University Community College Technical School Pre-School Independent College College/School in a University
Item 6. - Highest Ranking Official – *Provide the name, title, mailing address, and telephone and fax numbers of the Applicant's highest ranking official.*	**6. Highest Ranking Official** Name _____ Title _____ Address _____ Telephone No. _____ Fax No. _____

Item 7. - Size of Applicant – *Give the estimated number of employees (and students, if applicable) of the applying unit as of the date the application is submitted.*
 	
Check the appropriate sales/taxes/ budget range for the preceding fiscal year. (The Applicant is reminded that all information is confidential and a range is requested simply to provide an appropriate perspective for the examiners.)
	7. Size of Applicant
	
	a. Total number of employees _____ No. of students _____
	
	b. Revenues (e.g., sales, taxes and/or fees collected, budget) for the preceding fiscal year (check one)
	
	   0 - $10M $10M - $100M $500M- $1B
	
	   $1M - $10M $100M - $500M Over $1B

Item 8. - Suppliers - *Summarize the number of suppliers of goods and services used by the Applicant. If the Applicant relies on external sales organizations, indicate the approximate number of each type.*	**8. Suppliers** Total number of suppliers _____ Number of external sales organizations (if applicable): Dealers _____ Distributors _____ Franchises _____ Other (Type/Number) _____

Item 9. - Subsidiary Designation – *If the applying organization is a component of a larger organization, information about the parent organization and its highest official must be supplied.*	*9.* ***Subsidiary Designation (check one):*** Is Applicant a unit, division, or like component of the parent organization? ❑ No (go to Item 10) ❑ Yes (Continue) Parent Organization _____ Address_____ Highest Official of Parent Organization _____ Title_____ Telephone No._____ Fax No. _____ Number of Employees_____Website address_____
Also provide the number of employees in the parent organization and the percentage of business transactions (e.g., sales, budget, and employees) or, for educational institutions, the number of students, as compared to the parent organization.	Percent of Business Transactions (or, for educational institutions, the number of students) as compared to Parent Organization Transactions (or the number of students)
Provide documentation detailing the parent's relationship to the subsidiary.	Describe the parent's relationship to the subsidiary. *Use separate sheets, if necessary.*
Item 10. - Description of Applicant's Business – *Describe the types of products and services provided by the Applicant, an organizational chart, and an Applicant Profile. Requirements for the Profile are described on pages 10 through 13.*	*10.* ***Description of Applicant's Business*** (*Use separate sheets, if necessary.*)
Item 11. - Non-Refundable Fee – *The Intent to Apply fee will be credited against the application fee. See the fee schedule on page 9.*	*11.* ***Fee (see instructions)*** Enclosed is $_____to cover the Intent to Apply Fee. Make check or money order payable to: *IMEC*

Item 12. - Release Statement – Please read this section carefully. A signed application indicates that the Applicant agrees to the stated terms and conditions.	**12. Release Statement** We understand that members of the Board of Examiners will review this application. If a Site Visit is required, we agree to host the Site Visit and to facilitate an open and unbiased evaluation. We understand that Site Visit expenses will be due one week after the site visit ends in accordance with the *Site Visit Expenses* section on page 9.
Item 13. - Authorizing Official – The signature of the Applicant's highest ranking management official or designee is required, and indicates the Applicant will comply with the terms and conditions stated in the document.	**13. Signature of Authorizing Official** Date_____ Name_____ Title_____ Address_____ Telephone No._____Fax No._____ Signature_____

Item 14. – Please select two weeks for potential site visit starting September 9, 16 or 23, 2018.	**14. Site Visit Selection – select by week**
	
	1st Choice
	
	    September 9
	
	    September 16
	
	    September 23
	
	2nd Choice:_____
	
	    September 9
	
	    September 16
	
	    September 23

**Please make sure that all top executives will be available during the week of the site visit**
Item 15. - Eligibility Determination – The Award Office approves or disapproves eligibility and notifies the applicant by phone and by letter.	**15. Eligibility Determination. For official use only.**

STEP 1.2 – SITE LISTING AND DISCRIPTION INSTRUCTIONS AND FORM

Introduction

Because the process focuses on the Applicant's total quality system, it is important that the Examiners have a good understanding of the size, structure, and functions of the different organizational units. In addition, sufficient information must be provided on the products or services produced at each location; this information will be needed if the organization is selected for a Site Visit. Instructions for completing the Site Listing and Description Form follow.

Site Listing and Description Form Instructions

A. *Address of Site* – Provide the complete address of each site.

B. *Relative Size* – Provide the approximate percentage of the Applicant's employees or students located at each site. Provide the approximate percentage of the Applicant's total operating budget for each s i t e .

C. *Description of Programs, Products, or Services*
– Describe the types of programs, products, or services that are the output of the site. It may be necessary to explain the relationship between the output of the site and the Applicant's programs, products, or services. It is not necessary to list every program, product, or service.

Notes

1. **Summaries of Multiple Sites** In cases where the Applicant has many sites performing the same function, these sites may be aggregated under one listing. Instead of the address for each, a summary statement about the locations may be made. If Site Visits are to be conducted, a more detailed listing will be requested when the Visits are planned.

2. **Non-Illinois Sites** List all sites, whether in Illinois or elsewhere. The Application Report must address activities in non-Illinois sites in the appropriate Award Criteria items. Applicants should be aware that no Site Visits will be scheduled for locations outside Illinois unless necessary to fully evaluate the Applicant.

3. **Foreign Sites: If** the Applicant has foreign sites, these sites must be included in the Site Listing and Description Form. The Application Report must address activities in foreign sites in the appropriate Award Criteria items. Applicants should be aware that no Site Visits will be scheduled for locations outside the United States.

SITE LISTING AND DESCRIPTION FORM

Address of Site	Size Relative to Applicant		Description of Programs, Products, or Services
	% of total # of employees, and for educational institutions the # of students	% of total operating budget	

STEP 1.3 – APPLICANT PROFILE INSTRUCTIONS

The Importance of Your Organizational Profile
Your Organizational Profile is critically important because:

- it is the most appropriate starting point for self-assessment and for writing an application;

- it helps you identify potential gaps in key information and focus on key performance requirements and results;

- it is used by the Examiners and Judges in application review, including the site visit, to understand your organization and what you consider important; (you will be assessed using the Criteria requirements in relation to your organization's environment, relationships, influences and challenges, as presented in your Organizational Profile); and

- it also may be used by itself for an initial self-assessment. If you identify topics for which conflicting, little, or no information is available, it is possible that the Organizational Profile can serve as your complete assessment, and you can use these topics for action planning.

Page Limit
The Profile is limited to five pages. These are not counted in the overall application page limit which has a maximum of 50 pages. Typing and format instructions for the Organizational Profile are the same as for the application (see page 19).

APPLICANT PROFILE REPORT INSTRUCTIONS

Complete your Organizational Profile by responding to the questions in the Baldrige Framework booklet under the section labeled "Preface: Organizational Profile.

These include:

P.1 Organizational Description

    a.   Organizational Environment
    b.   Organizational Relationships

P.2 Organizational Situation

    a.   Competitive Environment
    b.   Strategic Context
    c.   Performance Improvement System

The ***Organizational Profile*** is a snapshot of your organization, the KEY influences on HOW it operates, and your competitive environment.

STEP 2 – APPLICATION PACKAGE INSTRUCTIONS

THE APPLICATION REPORT

Objective

The Application Report allows Award Applicants to provide information on quality management of products, programs, and services and on results of continuous improvement processes. The Board of Examiners evaluates the information provided in the Application Report against performance excellence criteria.

Instructions

The purpose of this section is to provide Applicants with instructions for preparing the Application Report. These instructions include information on typing, page limits, organization, assembly, and other format considerations.

Guidelines for responding to the application criteria are also given.

Requirements

Each Applicant must submit an Application Report consisting of:

- profile of the Applicant's organization *(also submitted with Intent to Apply Package)*;
- responses to the Award Criteria.

FORMAT OF THE APPLICATION REPORT

Organization of Responses to Items and Areas to Address

The Award Criteria used to prepare the Application Report is provided in the 2017-2018 *Baldrige Excellence Framework, Baldrige Excellence Framework (Education)* or *Baldrige Excellence Framework (Health Care)*. See the Application Appendix for ordering information.

The Application Report must:

- contain the same numerical and alphabetical designations for Categories, Items, and Areas to Address as the Award Criteria. (Applicants should denote responses to Areas by underlining [e.g., 4.2a.] and/or using **bold** type for Item/Area);
- respond to the set of Areas to Address in the order given to facilitate review by the Board of Examiners;
- if an Area does not pertain to the Applicant's organization or quality system, include a one or two sentence statement explaining why the Area is not applicable;

Typing Instructions

The Application Report must:

- be typed on standard, 8-1/2 x 11 inch paper in a Times New Roman font of 10 point minimum; and
- use a **two-column**, portrait orientation format Pages may be printed on both sides. Type on pages (including pictures, graphs, figures, data tables, and appendices) must also meet these requirements for size and spacing.

Page Limits

The Application should not exceed 50 pages.

Note: Pictures, graphs, figures, data tables, and appendices **are counted** as part of the page limitations stated above and should be placed as close as possible to the related narrative (all graphs, data tables, and figures should be legible).

The use of tabs, separators, and glossaries of terms and abbreviations is helpful. In all cases, overviews, dividers, covers, tab separators, glossaries, title page, and table of contents **are not counted** as part of the page limits.

SUBMITTING THE APPLICATION PACKAGE
(Please read this section very carefully)

Document Assembly

A complete ILPEx Application Package includes the following components:

1. Front Cover – Blank (no text, pictures, or figures)
2. Title Page (Text, Pictures and logo)
3. Labeled Tabs or Divider Pages (please do not add information about your organization here)
4. Table of Contents
5. Intent to Apply form, Site Listing and Description form
6. 2018 ILPEx Eligibility Confirmation Letter
7. Organization Chart (s)
8. Glossary of Terms and Abbreviations
9. Organizational Profile
10. Application Report (responses addressing ALL Criteria items)
11. Application Fee

Please note: tab pages or dividers need to be blank

All applicants must send 12 hard copies and a PDF version of the Applicant Profile and Application Report.

Please mail all materials to:

ILPEx Recognition Program

c/o IMEC

1501 W. Bradley Ave, Jobst 428

Peoria, IL 61625

Attn: Ben Krupowicz

Write checks payable to IMEC

APPENDIX

HOW TO ORDER THE 2017-2018 BALDRIGE EXCELLENCE FRAMEWORK

The Baldrige Performance Excellence Program has released the *2017-2018 Baldrige Excellence Framework (Business/Nonprofit)*, the *2017–2018 Baldrige Excellence Framework (Education)* and *2017–2018 Baldrige Excellence Framework (Health Care)*. All three versions include the Baldrige Criteria for Performance Excellence, core values and concepts, and guidelines for evaluating your organization's processes and results.

Revisions to the Baldrige Excellence Framework, as with previous editions, aim to reflect the leading edge of validated leadership and performance practice.

The 2017-2018 Baldrige Criteria feature a renewed focus on

- managing all of the components of your organization as a unified whole;

- managing cybersecurity risks to data, information, and systems; and

- understanding the role of risk management within a systems perspective of organizational performance management.

The *2017-2018 Baldrige Excellence Framework* is $30 for printed copies (available from ASQ) and $12 for PDF copies (available from NIST, which houses the Baldrige Program). Volume discounts are available for bulk orders of both printed copies and PDFs. Enterprise licenses are also available; if interested, contact the Baldrige program at baldrige@nist.gov (link sends to email) or 301-975-2036.

In addition, the Baldrige Program released the 2017-2018 version of the companion product to the full Framework, the *Baldrige Excellence Builder*.   PDF versions are available on the Baldrige Program's website, and printed copies are available for purchase from ASQ. The Excellence Builder contains key questions for improving your organization's performance. It also provides an introduction to the Baldrige framework and can be used to conduct a self-assessment against the most important requirements of excellence.

Whether used as guidance in establishing an integrated performance management system or for self-assessing progress, Baldrige is about helping your organization innovate and improve, no matter its size or sector.