



At Bentley University
175 Forest Street AAC160,
Waltham, MA 02452
Phone 781-801-6893
www.massexcellence.com
info@massexcellence.com

Mission of MassExcellence: To make the organizations of Massachusetts and other states we support more competitive and sustainable through the use of the Baldrige Criteria for Performance Excellence. By doing this, we seek to enhance the Massachusetts economy, job climate and stakeholder satisfaction.

What We Do: Since our founding in 1991, MassExcellence has managed the Massachusetts Baldrige-based excellence award program, called the Massachusetts Award for Performance Excellence. We are the primary resource for organizations that want to pursue performance excellence as the pathway to competitive success and growth. We support organizations of all types, including manufacturing, services, healthcare, education, government and non-profit.

We are a 501(c)3 non-profit registered with the IRS and the Massachusetts Office of the Secretary of the Commonwealth, Corporations Division. Our funds come from corporate and individual memberships, sponsorships and grants.

Our core competencies are our:

- Depth of knowledge about the proven management practices defined in the Baldrige Criteria
- Extensive experience in the Baldrige examination and feedback process – including the highest confidentiality and ethical standards
- Curriculum development and delivery on topics relating to superior performance management, including leadership, strategic planning, measurement and analysis for management, customer focus, human resource focus and business process management
- Decades of experience among our Board members and volunteers relating to all aspects of performance excellence that makes us comfortable working with executives at all levels of an organization
- Board of Directors, Board of Overseers, examiners, and other volunteers who have outstanding experience as national Baldrige Examiners, Senior Examiners and Judges. Several also have the additional experience of being either a Baldrige applicant or consultants to Baldrige-winning organizations. The level of collective experience of our volunteers and members cannot be replicated anywhere else in New England.

We help organizations think strategically and align their processes, people and your customers' needs. We don't tell organizations what to do: We just ask the right questions and provide a valuable, proven framework for management excellence. We help organizations develop the performance plans and measures that will get them where they want to be – even in uncertain times. We help them align resources with management tools such as Lean or Six Sigma initiatives, or measurement systems such as the Balanced Scorecard. Our approach is to facilitate organizations select the strategies, approaches and tools that will give them their maximum effect and build communication, productivity and effectiveness across the board.

Who We Are: MassExcellence volunteers, sponsors and members come from organizations such as Cambridge Health Alliance, Massachusetts General Hospital, Harvard Medical School, the Coast Guard, Action Ambulance, American Dental Partners, Hewlett Packard, Intel Massachusetts, National Quality Review, Bank of America, Bentley University, Seque Manufacturing, Lahey Clinic, ARDEC, Not Your Average Joe's Restaurants, Gemini Industries, State Street Bank and many consulting organizations.

Vision: To be the preeminent Baldrige-based state award program.

Values:

- Commitment to enhancing the success of our customers and our volunteers
- Advocacy for the Baldrige Criteria for Performance Excellence
- Passion for excellence
- Demonstrated integrity in all we do
- Engaged leadership