Ones to Watch

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Agenda

- **Context – Baldrige and SPQA**
- **SPQA – Programs**
- **Ones to Watch Program**

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QUALITY AWARD FOR VIRGINIA

SPQA Mission …

… to promote continual improvement strategies and provide training, mentoring, and recognition to organizations in pursuit of performance excellence.

- **Virginia SPQA is one of 38 State/Regional Programs associated with the Baldrige National Quality Award Program**
- **Started in 1982, SPQA is the longest running quality award in the United States**
- **Virginia SPQA also serves as the District of Columbia Program.**
- **SPQA is a 501(c)3 corporation with an ALL volunteer workforce**
- **SPQA's Honorary Chairs are Senators Warner and Kaine.**

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Virginia SPQA Programs

Training
Q

Discovery – Ones to Watch

Discovery
Q

Recognition
Q

SPQA Programs Focus on:
- **Knowledge/best practice sharing**
- **Organization evaluation**
- **Feedback for improvement**
- **Award Recognition**

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Ones to Watch Mission

"Ones to Watch" is an initiative – sponsored by the Virginia Secretary of Commerce and Trade, supported by an Advisory Committee and assisted by Virginia SPQA – designed to promote the performance excellence of small businesses within the Commonwealth of Virginia.

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Ones to Watch is based on the Baldrige Performance Excellence Framework

Baldrige is a <u>validated management</u> and <u>self-assessment tool</u> – a systematic set of <u>questions concerning process excellence</u> – and a <u>cost-effective, value-adding</u> business <u>evaluation</u> used to:

- Improve performance and achieve world-class results

- Objectively clarify your organization's strengths and weaknesses

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Genesis of the Initiative

- **Ones to Watch is chartered by an Advisory Committee with representatives from agencies and departments supported by the Secretary of Commerce and Trade and SPQA and the Department of Small Business and Supplier Diversity**
- **SPQA wished to reinvigorate the 12 to Watch Program that occurred in 2011 and 2012.**
- **SPQA support from the Secretary of Commerce and Trade – Maurice Jones during 2013 Forum**
- **Ones to Watch Executive Steering Committee (2014)**
  - **First cohort 2015**
- **Ones to Watch Advisory Committee (2016)**
  - **Second cohort 2017**
  - **Third cohort 2019**

Advisory Committee

- **Virginia Small Business and Supplier Diversity**
- **GENEDGE Alliance**
- **Virginia Community Economic Network**
- **Virginia Community College System**
- **Virginia Small Business Financing Authority**
- **Virginia Economic Development Partnership**
- **Virginia Department of Housing and Community Development**
- **Virginia Small Business Development Center Network**
- **Virginia Community and Capital Impact Investments**
- **SCORE**
- **Advantech**

Ones to Watch Reporting

Governor of Virginia

Virginia Secretary of Commerce & Trade

Director, Small Business & Supplier Diversity

Advisory Committee

OTW Program Director/Administrator

Mentors

Small Businesses

Resource Partners

Phase 1 – Discovery Milestones

0. "Are We Making Progress" Survey

1. Finalize Organizational Profile

2. Finalize Categories 1-7

3. Submit entire Self-Assessment to SPQA Mentor

(45 days)

4. Examiner Team evaluates the Self-Assessment and creates a Feedback Report (45 days)

5. Review Feedback Report
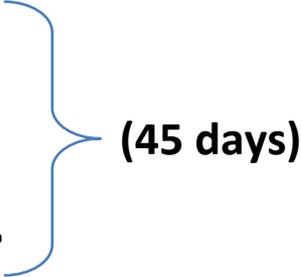
Schedule and participate in a Feedback Call with Mentor and Examiner Team to help clarify the report within two weeks

Phase 2: Improvement Milestones

1. **Mentor helps the business' leaders develop an Improvement Plan based on the Feedback Report.**

2. **Mentor helps find a Resource Partners to assist the business' leaders execute the Improvement Plan.**

3. **Advisory Committee validates choices of Resource Partners and may suggest additional Resource Partners.**

4. **Resource Partners assist the business' leaders in implementing the Improvement Plan.**

5. **Resource Partners assist the business' leaders in developing controls – e.g., Control Plans to help sustain improvements made.**

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Ones to Watch – An Improvement Cycle

Phases are analogous to DMAIC in Six Sigma

Define – Organizational Profile

Measure – Vis-à-vis the Baldrige Criteria

Analyze – Examiners analyze Discovery self-assessment and provide feedback

Improve – Business develops Improvement Plan; Mentor and Resource Partners assist in implementation

Control – Mentor and Resource Partners assist in establishing control system to sustain improvement

Mentor Roles Vary During the Cycle

FACILITATOR   CONSULTANT

- Organizational Profile Development

- Self-Assessment (Categories)

- Interpreting Feedback

- Improvement Plan Development

- Finding a Resource Partner(s)

- Monitoring Progress
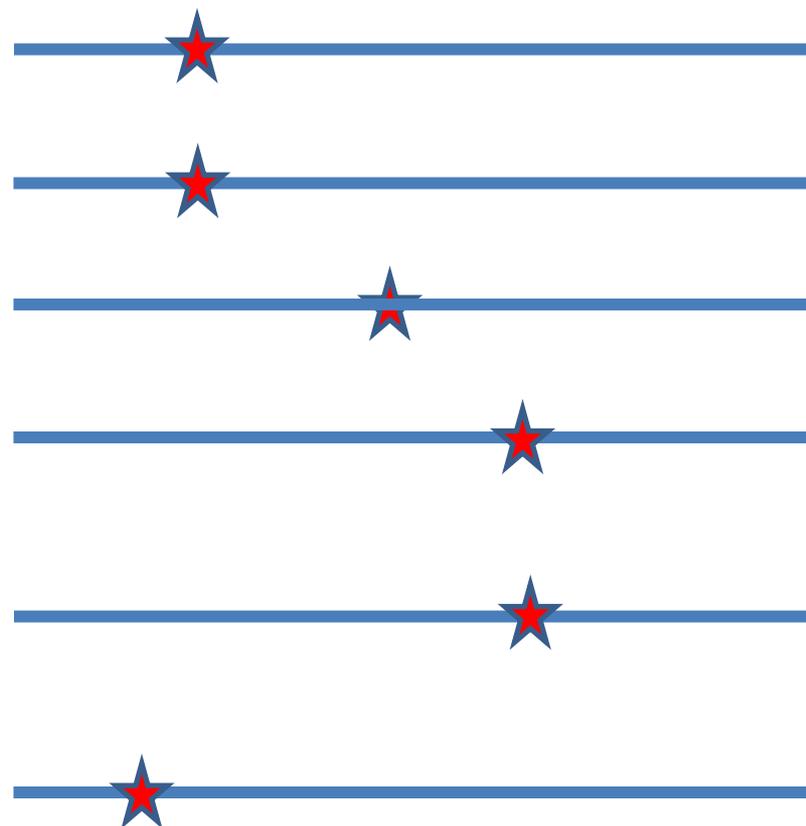
Benefits of Participating

- It is an indicator that the business possesses certain fundamentals to warrant promotion and assistance in a class of its own.
- Recognition by the Secretary of Commerce and Trade.
- Press and other promotion as one of the "Ones to Watch" small businesses in Virginia.
- Discovery Program participation fee waiver.
- "Ones to Watch" one-day training at no registration cost.
- An assigned Virginia SPQA Mentor for 12 months to facilitate the process and answer questions before, during, and after the Discovery: Ones to Watch Self-Assessment period.

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Benefits of Participating

- **Written Discovery Program Self-Assessment feedback from trained Examiners for each participant.**

- **A follow-up feedback explanation teleconference for each participant.**

- **Assistance in developing a customized Performance Improvement Plan.**

- **Access to resources at the local and Commonwealth level to assist in executing the Performance Improvement Plan.**

- **Opportunity to showcase performance excellence results after one year of mentoring and support to execute an improvement plan from partner resources organizations.**

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For additional information about SPQA or issues with Discovery Ones to Watch contact

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