



MULTI-LEVEL RECOGNITION AND AWARD STRUCTURE

2021 Awards Cycle (revised December 2019)



Level	Profile Recognition	Bronze: Commitment Recognition	Silver: Achievement Recognition	Gold: State Performance Excellence Award																																
Recognition Overview	Organizations that demonstrate a foundation for quality and performance excellence	Organizations that demonstrate the processes that commit to quality and performance excellence at the <i>basic level</i> of the Baldrige Criteria	Organizations that demonstrate achievement of performance excellence at the <i>overall level</i> of the Baldrige Criteria	Organizations that demonstrate performance excellence leadership in New Hampshire, Maine, or Vermont at the <i>multiple level</i> of the Baldrige Criteria																																
Application	Submission of Organizational Profile (OP) and Baldrige-based action plan. 10 page maximum Clarification cycle; no site visit.	Submission of OP (5 pages) and response to all Criteria Items at the <i>Basic level</i> (15 page max). Clarification cycle or Site visit optional	Submission of OP (5 pages) and response to Criteria Items at the <i>Overall level</i> (35 page max). Site visit recommended	Submission of Organizational Profile (5 pages) and response to Criteria at the <i>Multiple level</i> (50 page max). Site visit required.																																
Award/ Recognition Determination	Applicants applying at the Silver, Bronze, or Profile Levels may be recognized at the level applied for, at a lower level, or not at all. This determination is made by the Examiner Team and ExcellenceNorth Alliance Executive Director using the <i>ENA Criteria for Assigning Award Levels</i> . Applicants applying for the Award (Gold Level) may be recognized at the Silver or Bronze level based on the determination of the Panel of Judges using the <i>Award Level Criteria</i> .			Panel of Judges using <i>ENA Criteria for Assigning Award Levels</i>																																
Method of Feedback	Written feedback report of strengths and opportunities for improvement based on the Criteria. An on-site feedback review (optional) may also be arranged.			Written feedback report. Optional on-site feedback review																																
	ENA feedback and recognition at these levels can also be achieved by completing a formal, Baldrige-based self-assessment and submitting the results along with an Organizational Profile and Action Plan. Application fee may be packaged with self-assessment fee if both are performed by the ENA.																																			
Application Fee*	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d9ead3;"># Workforce</th> <th style="background-color: #d9ead3;">\$</th> </tr> </thead> <tbody> <tr> <td><50*</td> <td>\$ 300</td> </tr> <tr> <td>< 250</td> <td>\$ 600</td> </tr> <tr> <td>250 +</td> <td>\$1000</td> </tr> </tbody> </table>	# Workforce	\$	<50*	\$ 300	< 250	\$ 600	250 +	\$1000	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d9ead3;">#</th> <th style="background-color: #d9ead3;">\$</th> </tr> </thead> <tbody> <tr> <td><50*</td> <td>\$ 600</td> </tr> <tr> <td>< 250</td> <td>\$1800</td> </tr> <tr> <td>250 +</td> <td>\$3000</td> </tr> </tbody> </table>	#	\$	<50*	\$ 600	< 250	\$1800	250 +	\$3000	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d9ead3;">#</th> <th style="background-color: #d9ead3;">\$</th> </tr> </thead> <tbody> <tr> <td><50*</td> <td>\$1000</td> </tr> <tr> <td>< 250</td> <td>\$3000</td> </tr> <tr> <td>250 +</td> <td>\$5000</td> </tr> </tbody> </table>	#	\$	<50*	\$1000	< 250	\$3000	250 +	\$5000	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d9ead3;">#</th> <th style="background-color: #d9ead3;">\$</th> </tr> </thead> <tbody> <tr> <td><50*</td> <td>\$2000</td> </tr> <tr> <td>< 250</td> <td>\$4000</td> </tr> <tr> <td>250 +</td> <td>\$6000</td> </tr> </tbody> </table>	#	\$	<50*	\$2000	< 250	\$4000	250 +	\$6000
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	All Application fees include \$150 non-refundable eligibility determination fee due with <i>Intent to Apply & Eligibility Form</i> . Site Visit fee and expenses are additional and negotiated prior to a Site Visit. The Site Visit Fee is typically equivalent to the Application fee. *K – 12 Non-profit Education organizations are charged at the <50 employee level.																																			
Fee Includes	Applicants at all levels receive 1 complimentary Examiner training seat and 2 seats at the recognition ceremony.																																			
Deadlines	Intent to Apply	September 1, 2020 (with \$150 nonrefundable eligibility and application fee)																																		
	Application	October 15, 2020 (with remainder of Application Fee)																																		
Eligibility for Recognition or Award	Organizations that meet the eligibility requirements on the next page may apply for recognition annually and be recognized at the Profile, Commitment, or Achievement Recognition levels multiple times. An organization that receives the Gold Award may apply for feedback but is ineligible to receive the Award for three (3) years. If an organization does not meet the requirements of the Award or Recognition level applied for, it may be offered the option for recognition at a lower level. The ENA reserves the right not to repeatedly recognize an organization that does not demonstrate performance improvement.																																			
<p>To apply, or for more information, contact the ExcellenceNorth Alliance (ENA)</p> <p>www.ExcellenceNorth.org Thrive@ExcellenceNorth.org (603) 223-1312</p>																																				

EXCELLENCENORTH RECOGNITION AND AWARD PROGRAM OVERVIEW

The ExcellenceNorth Alliance (ENA) Recognition and Award Program recognizes organizations in New Hampshire, Maine and Vermont for Performance Excellence. The program is based on the Criteria established in the prestigious Malcolm Baldrige National Quality Award (MBNQA).

Award and Recognition Criteria: The 2020 *Performance Excellence* (Gold), *Achievement Recognition* (Silver), and *Commitment Recognition* (Bronze) use the 2019 – 2020 Baldrige Excellence Framework and Criteria For Performance Excellence including the Health Care Criteria and Education versions of the Criteria. The *Profile, Bronze, and Silver* levels is based on a subset of this Criteria. There is no limit to the number of organizations that may be recognized at any level.

Why Apply? The ENA Recognition and Award Program is a cost effective way to gain an unbiased, comprehensive, external perspective on your organization's strengths and opportunities for improvement towards meeting *its goals*, including how to improve the bottom line. In addition, State and Region-wide recognition demonstrates commitment to high performance based on the nation's highest award for organizational excellence and may provide a competitive advantage.

Eligibility Requirements: Any business or organization that has been operating in New Hampshire, Vermont, and/or Maine for at least one (1) year may submit an application.

2021 Recognition/Award Schedule

INTENT TO APPLY BY APPLICANT	SEPTEMBER 1, 2020
APPLICATION DUE	OCTOBER 15, 2020
REVIEW OF APPLICATIONS BY EXAMINERS	NOVEMBER 1, 2020 TO MARCH 30, 2021
SITE VISIT (IF APPLICABLE)	BETWEEN MARCH 1 AND APRIL 30, 2021
FEEDBACK REPORTS DELIVERED TO APPLICANTS	BETWEEN APRIL 1 AND MAY 31, 2021
FORMAL RECOGNITION CEREMONY	MAY/JUNE 2021

Application Review: Baldrige-based Recognition and Award Applications are reviewed and evaluated by members of the Board of Examiners and the Panel of Judges who have extensive professional experience and receive extensive training on the Baldrige Criteria. Examiners are assigned to applications taking into account the nature of the applicant's business and the expertise of the Examiners. Assignments are made in accordance with strict rules regarding conflict of interest and confidentiality.

Stage 1: Independent review and evaluation by at least two Examiners (mimimum of four examiners for Gold Award level applications)

Stage 2: Consensus review and evaluation by at least two Examiners (four at the Gold level)

Stage 3: Site visits to applicants by the Examiners (if applicable). Examiners complete Feedback Reports

Stage 4: (Gold only) Judges' review applications and feedback for selection of recipient(s).

Feedback Reports and on-site feedback review (if applicable) provided to applicants

The purpose of the Site Visit is for Examiners to verify and clarify their evaluation of the application. Site Visits vary in length from 1-3 days depending on the application level and size of the organization. A site visit is mandatory at the Award (Gold) level.

Examiners and Judges receive no funding for reviewing applications or conducting site visits. An administrative fee and Examiner Site Visit expenses such as travel and lodging are paid by applicants and/or provided by sponsors of ENA. This fee and expenses are negotiated with the applicant prior to the site visit.

Feedback to Applicants: All applicants receive a feedback report at the conclusion of the Application Review process. The feedback report is based upon the information in the application and results of Site Visit, if conducted. The reports identify those areas of the application which the Examiners viewed as strengths and opportunities for improvement of the applicant's organization relative to the Award or Recognition criteria.