



American Society for Quality

Performance Oriented Leadership

**December 15, 2005
Sheraton New Orleans
11:30 A.M. – 1:00 P.M.**

American Society for Quality

- The American Society for Quality (ASQ) is the world's leading authority on quality and **long-term organizational performance.**
- This professional association advances **learning, performance improvement, and knowledge exchange to improve business results,** and to create better workplaces and communities worldwide.

American Society for Quality

Working with the National Institute of Standards and Technology (www.NIST.gov) since 1991 ASQ has administered the United States' premier business performance award —the Malcolm Baldrige Award for Performance Excellence, which annually recognizes companies and organizations that have achieved performance excellence.

ASQ New Orleans Organizations

Loyola University New Orleans

University of New Orleans

Tulane School of Social Work

Shell International

Ochsner Clinic Foundation Blood Bank

Blood Center Southeast Louisiana

Monsanto

Bollinger Shipyards, Inc

Hibernia National Bank

Dow Chemical

Input Output Inc

ASQ New Orleans Organizations

U.S. Department of Energy

Reily Foods Company

Source Production

Delta Petroleum Co Inc

L3 Comm, Westwood Corp

21st Century Laboratory Consulting,

M-I Drilling Fluids

National Gypsum Company

Wink, Incorporated

Pathways Consulting

Jacobs Sverdrup

Value to Business & Community

ASQ members are experts in planning and performance improvement and have unique skills and special knowledge to strengthen the communities where we live and work.

The Baldrige Criteria for Performance Excellence is a proven model to improve organizational performance practices, capabilities, and results.

Baldrige Recipients

1994, 1992 Boeing*

2003, 1998 Dana*

2000, 1996 Motorola* - Six Sigma

2002, 1988 Ritz-Carlton

1999, 1992 Solectron

1997, 1991 Sunny Fresh Foods

2005, 1999 Texas Nameplate

2004, 1998 Xerox*

1997, 1989* — Different divisions of the company received the award.

Baldrige Core Values

- **visionary leadership**
- **customer-driven excellence**
- **organizational and personal learning**
- **valuing employees and partners**
- **agility**
- **focus on the future**
- **managing for innovation**
- **management by fact**
- **social responsibility**
- **focus on results and creating value**
- **systems perspective**

Baldrige Framework

1 Leadership

2 Strategic Planning

3 Customer and Market Focus

**4 Measurement, Analysis, and
Knowledge Management**

5 Human Resource Focus

6 Process Management

7 Business Results

Baldrige Criteria

- **Business (service and manufacturing)**
- **Health Care**
- **Education**
- **2006 Non-Profit / Government**

Information

National Baldrige Site

- www.Quality.NIST.gov/

ASQ New Orleans Site

- <http://asqgroups.asq.org/sectionvolunteercommunity/region15/section1518/>

DynMcDermott Site

- www.DyMcDermott.com

Ron Schulingkamp (504) 734-4446

Ronald.Schulingkamp@SPR.DOE.gov



Performance Orientated Leadership

Guest Speaker:

Robert McGough, CEO

**DynMcDermott Petroleum Operation
Company**

**Managing & Operating Contractor
for the**

**U.S. Department of Energy
Strategic Petroleum Reserve**