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PRESS RELEASE

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Baldrige-based software used by 1,250+ examiners

Time savings of 30 to 40-plus percent enables better feedback report to applicants

Issaquah, WA: Jim Shaw, President and Founder of Shaw Resources, became a Baldrige examiner in 1994. He knows firsthand the tedium that examiners endure when scoring any Baldrige assessment using MS Word. To reduce the tiresome task of 'scoring' an assessment, he developed an online, SQL-based alternative to MS Word: Scorebook Navigator™ software.

The Scorebook Navigator™ (SBN) software is a Web-based service that significantly reduces a Baldrige examiner's workload. Rather than formatting a scorebook using table templates in MS Word, the SBN software has all data fields set up and ready for input. The SBN software gives examiners quick reference to Key Factors and Baldrige-based criteria, while allowing examiners to easily review teammate findings during "consensus."

Since its release, more than 1,250 examiners have used and praised Scorebook Navigator software for saving 30, 40, even up to 50 percent of the time required to develop a Baldrige-based scorebook. In the two years the software has been in use, the total savings for the 1,250+ examiners is estimated to exceed 35,000 hours!

"As a sixteen-year veteran of the Malcolm Baldrige National Quality Award Board of Examiners, I have seen many attempts to add automation to the assessment process. Scorebook Navigator is the only system I have encountered that not only improves the efficiency of the process, but improves the effectiveness of the process as well," said Daniel Castle, Process Excellence Program Manager, Hewlett-Packard Imaging & Printing Group. "I would recommend its use wherever there is a need to integrate assessment criteria and complex organizational data into an accurate and actionable scorebook and assessment report."

In January 2009, the Alliance for Performance Excellence, a partner of The Foundation for the Malcolm Baldrige National Quality Award, Inc., using a grant from the Baldrige Foundation, licensed the software for use by examiners in more than thirty member Award programs. In the short time it has been available, more than 1,250 examiners in 15 different state programs have benefited from the software's time-saving and collaboration advantages. The Scorebook Navigator software is hosted by the Baldrige Foundation's web site: www.BaldrigePE.org.

Joseph Muzikowski, a former Chair of the Baldrige Panel of Judges, stated "I've worked with two state programs that are using Scorebook Navigator (software). The program saves examiners a significant amount of time, which allows them to focus on providing a more thoughtful assessment." Mr. Muzikowski has been a member of the Baldrige Board of examiners since 1994.

Commercial and other entities are encouraged to inquire about subscriptions or licenses by contacting [Shaw Resources](http://ShawResources.com) at 888-Shaw-Res (888-742-9737). More information about the Scorebook Navigator software is available [here](#). Information about the Baldrige Foundation and the Alliance for Performance Excellence is available [here](#).

About Shaw Resources:

Jim Shaw is founder of Shaw Resources, which offers leading-edge management systems. His clients include such household names as Bank of America, Hexcel Corporation, Cedars-Sinai Hospital, and Stanford University Medical Center. A popular speaker, Jim has written articles for multiple journals and a book entitled *Customer- Inspired Quality: Looking Backward Through the Telescope*. Jim first became a member of the Baldrige Board of Examiners in 1994. In 1995 he was selected to be a member of the Health Care pilot team and was the primary author of the first-ever Health Care case study - *Pinnacle Health Plan*. He became a senior examiner in 1997. Shaw holds two patents on elements of the LEAN-Sigma methodology.