



5691 Matterhorn Pl NW  
Issaquah, WA 98027  
Phone: 888-742-9737  
Fax: 425-746-7429

PRESS RELEASE

**Contact:** Jim Shaw  
**Phone:** 877-546-7429

**FOR IMMEDIATE RELEASE**  
February 17, 2010

**Baldrige-based software that works: The Nebraska Furniture Mart case study**  
*Scorebook Navigator™ software detects buried opportunities for improvement by comparing actual performance with potential performance.*

**Issaquah, WA:** Shaw Resources, developer of Scorebook Navigator™ (SBN) software for scoring Baldrige-based performance assessments, announced today that Nebraska Furniture Mart successfully demonstrated a new use for the software during a recent internal self-assessment.

Brian Van Ormer, a Business Analyst from the Omaha location, worked with the Kansas City Process Engineering Team to conduct a Baldrige-based "self-assessment" that compared the Kansas City store's actual performance with its potential performance in a current LEAN implementation. Mr. Van Ormer had served as an examiner for the Baldrige-based Nebraska Edgerton Award where he had worked with the Scorebook Navigator™ (SBN) software. He believed he could expand the uses of the software by having it serve as a gap analysis tool.

During the course of developing the self-assessment report, the Scorebook Navigator software became an essential compilation tool, as team members found it helpful for tracking data. "The Scorebook Navigator software was our catalyst," said Van Ormer. "The tracking data buckets were built-in and ready for our input—it greatly simplified our work."

The surprising 'gaps' that the team uncovered during the process identified that there were no quantifiable, predictable measurements in place for each result area. The self-assessment became a "burning platform for moving the LEAN implementation forward," said Van Ormer. From these findings, the Planning Team has moved ahead with additional continuous improvement initiatives in the Kansas City location, including value-stream mapping of one of Nebraska Furniture Mart's key supply chains. [Click here](#) to see the complete Nebraska Furniture Mart case study.

"An unexpected additional benefit of the SBN software is that it provides assistance to organizations that wish to perform a formal 'gap' analysis using structured criteria," said Jim Shaw, President and Founder of Shaw Resources. "All Baldrige-based criteria fields are set up and ready for input—a feature that saves many hours in writing a self-assessment. Additionally, Scorebook Navigator software is readily adaptable to use other criteria and is Web-based, making it a perfect collaborative tool for internal quality improvement teams to work together—even from remote locations."

Commercial and other entities are encouraged to inquire about subscriptions or licenses by contacting [Shaw Resources](#) at 888-Shaw-Res (888-742-9737). More information about Scorebook Navigator software is available [online](#). Read the [press release](#) about the Baldrige Foundation and the Alliance for Performance Excellence.

**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.