



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

PRESS RELEASE

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

**FOR IMMEDIATE RELEASE**  
March 30, 2010

## **Subscriptions to Baldrige-based software services now available to all organizations**

*Expanded license agreement with Shaw Resources enables the Alliance for Performance Excellence to sell subscriptions to the Scorebook Navigator™ service to associate-members and non-member organizations*

**Issaquah, WA – March 30, 2010:** The Alliance for Performance Excellence, a partner of The Foundation for the Malcolm Baldrige National Quality Award, Inc., signed an expanded license agreement with Shaw Resources for the Scorebook Navigator™ software. The software was designed and developed by James Shaw of Shaw Resources. Users report that it greatly reduces the time required to conduct a Baldrige-based self-assessment of an organization's performance.

The expanded license authorizes the Alliance to sell service subscriptions to a wide range of external commercial organizations including high technology manufacturers, airlines, banks, and retailers. Subscriptions will also be offered to hospitals and hospital systems, schools, universities, and state and local governments. For a small additional fee, organizations will be able to modify/tailor the standardized "Criteria for Performance Excellence" so as to fit individual organizational needs.

Nebraska Furniture Mart (NFM) recently conducted an internal gap analysis using the services enabled by the Scorebook Navigator software. The focus of the NFM initiative was to confirm the value of a planned LEAN project, while also explicitly identifying performance gaps/barriers that would not be addressed by the project. The leader of NFM's project, Brian van Ormer, stated, "The Scorebook Navigator software service greatly simplified our work." (Nebraska Furniture Mart is a Berkshire Hathaway-owned company with headquarters in Omaha, Nebraska.)

"This expansion of the license will enable organizations in all sectors of the economy to conduct a gap analysis using the Criteria for Performance Excellence without having to file a formal application for a Baldrige-based award," said Paul Kuchuris, Chairman of the Board for the Alliance. "Once an organization uses the services enabled by the Scorebook Navigator software, they report that the 'Criteria for Performance Excellence' is indeed easy to use and can make bottom-line differences in a relatively short period of time."

James Shaw, President and Founder of Shaw Resources expressed, "Examiners for Baldrige-based quality awards report that the web-based Scorebook Navigator (software) services greatly reduce the tedious nature of conducting a Baldrige-based assessment—realizing a 30 to 35 percent time savings. Consequently, we hope that making the service available commercially to all organizations will encourage many more to embark on a Baldrige-based performance excellence journey."

The Alliance will continue deliver the Scorebook Navigator™ service using the computer services and web site of its strategic partner, The Foundation for the Malcolm Baldrige Award, Inc. ([www.Baldrigepe.org](http://www.Baldrigepe.org)). Organizations interested in subscribing to the service are encouraged to contact the nearest Alliance member (for a list of all members, navigate to <http://baldrigepe.org/alliance/programs.aspx>). Alternatively, interested parties may contact Shaw Resources via email, [Jim@ShawResources.com](mailto:Jim@ShawResources.com), or by calling 888-Shaw-Res (888-742-9737).

### **About The Alliance for Performance Excellence**

The Alliance for Performance Excellence, a partner organization of The Foundation for the Malcolm Baldrige National Quality Award Inc., is a nonprofit network of international, national, state, and local Baldrige-based award programs. Members of The Alliance contribute over \$30 million annually to economic competitiveness by assisting organizations in all industries on their journey to excellence. More information is available online at [www.Baldrigepe.org](http://www.Baldrigepe.org).

**About The Foundation for the Malcolm Baldrige National Quality Award Inc.**

The U.S. Congress established the Baldrige Award program in 1987 to recognize U.S. organizations for their achievements in quality and performance and to raise awareness about the importance of quality and performance excellence as a competitive edge. The award recognizes role model organizations in all areas of the US economy including business, health care, education, and the public/nonprofit sector.

The Baldrige Foundation is a nonprofit, private-sector organization that raises funds to endow the Malcolm Baldrige National Quality Award. It is the vehicle through which organizations and individuals support the Baldrige program and its mission of improving the performance of organizations in every sector of the U.S. economy. The Foundation's Board oversees the investment and disbursement of award funds, and approves the funding plans and funding requirements to ensure a successful award program. More information is available online at [www.Baldrigepe.org](http://www.Baldrigepe.org).

**About Shaw Resources**

Shaw Resources, founded in 1990 by James Shaw, assists public sector, healthcare including hospitals, and other service organizations to identify and implement operational improvements in quality and cost effectiveness utilizing a patented, Customer-Inspired®, methodology adapted from six sigma. Shaw provides consulting services to organizations using the Baldrige Criteria for Performance Excellence. James Shaw first became a member of the Baldrige Board of Examiners in 1994. During 1996/1997, he was a member of the Baldrige Healthcare Pilot team, and was first named a senior Baldrige Examiner in 1997. More information is available online at [www.ShawResources.com](http://www.ShawResources.com),