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PRESS RELEASE

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Baldrige-based software that works: commercial glass manufacturer case study
Scorebook Navigator™ jump starts making needed changes by five months—providing significant opportunity for customer satisfaction and bottom-line boosts.

Issaquah, WA: Shaw Resources, developer of Scorebook Navigator™ (SBN) software for scoring Baldrige-based performance assessments, announced today that Northwest Industries, Inc., a privately-owned architectural flat glass manufacturer with over 200 employees, successfully replicated the Independent Review (Stage I) and Consensus (Stage II) of the Baldrige examination process during a recent internal self-assessment.

Scott Leach, the assistant general manager with NWI, worked closely with two Baldrige-trained consultants to conduct a Baldrige-based "self-assessment." By using SBN, the team was able to quickly move through consensus calls and pull together ideas for writing the application. Through the online collaboration afforded by SBN, they constructed specific wording, exposed more OFIs, and compiled a better overall application than they could have using an MS-Word-based process. "We created an exhaustive list of Opportunities for Improvement (OFIs), which we presented to the executives responsible for the focus teams, and clarified any questions," said Leach. "We used the process to improve the application—not just for a higher score—but to more clearly define our strengths and weaknesses."

A few unexpected insights came to light during the gap analysis performed by Scott Leach and Jennifer Sprecher. These were turned into major OFIs for the executive management team to turn into training and work changes. "The detailed report we created using the Scorebook Navigator software provides a five-month jump start on our OFI training over the "official" report—a significant advantage in improving NWI's performance ahead of other applicants still waiting for their results," said Leach. From these findings, the team put together action plans based on the major OFIs, and improvements moved forward quickly. Click here to see the complete Northwest Industries, Inc. case study.

"The Scorebook Navigator service is easy, comprehensive, and facilitates the development of an effective self-assessment by allowing applicants to see all feedback from individual examiners," said Jim Shaw, President and Founder of Shaw Resources. "This gives management teams a more detailed report that uncovers supplementary issues which can then be promptly addressed by process improvement teams."

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.