

Organizational Excellence: *How do you 'score'?*

Scorebook Navigator™ software/Web service



“ 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. 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. ”

—Daniel Castle,
Process Excellence Program Manager
Hewlett-Packard Imaging & Printing Group

Organizational Excellence: *A better way to 'score' performance...*

Scorebook Navigator™ software/Web service

What does the Scorebook Navigator™ software do?

Secure • Easy-to-use • Web-based • Customizable

The Scorebook Navigator™ software is a Web-based service that truly reduces an examiner's workload. Rather than trying to format a scorebook using MS Word, Scorebook Navigator already has all the fields set up and ready for input. The service gives examiners a quick reference to Key Factors, and Baldrige criteria, while allowing them to easily review the application, then exports to an MS Word-compatible file for fast final editing and formatting.

Proof of concept:

Baldrige Foundation approved:

Foundation approved use of its funding to license the software for use by U.S. state/local Baldrige-based examiners nationwide. Also approved use of Foundation computers to provide the Scorebook Navigator™ service 24X7.

Used by 1,000+ examiners:

The system has been thoroughly debugged by the many examiners across 14 states who have used the Web-based Scorebook Navigator™ software during its first 18 months of availability.

Scorebook Navigator™ software meets NIST data center security testing standards as verified by HP WebInspect software.

Time Savings:

30 to 50% savings:

Collectively, users report saving 30% to 50% of the time required to develop a Baldrige-based scorebook.

Build consensus faster:

The system simplifies functions across multiple examiners – all team members can view each other's Independent Review work and allows examiners to "drag and drop" from member scorebooks to consensus scorebook.

"Real time" mentoring/monitoring of each examiner's progress spots actions in need of assistance much earlier in the process.

Flexible:

Customize to your needs:

Many aspects of the software can be easily "tailored" to meet the unique needs of organizations with modified Baldrige-based assessment programs who use a "modified" Baldrige process and/or criteria.

Multiple user levels:

Multiple levels of user authority are built in, with other levels available: System / Database Administrator, Award Program Administrator, Team Leader, and Examiner.

A Web browser and Acrobat Reader are all that is needed—no MS Word licenses required.



**Users report saving
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of the time required
to develop a
Baldrige-based scorebook.**

"Awesome! The logical organization and presentation of the Baldrige performance assessment process was extremely helpful. A very valuable tool for the examiner and also for a applicant preparing for an application."

—Mark Crosson

"Fantastic. I am a new examiner and completed the case study training through the regular process and my first applicant review using your product. No comparison in ease of use. I cannot imagine doing it the other way."

—Jim West,
Washington State Quality Award

"In Stage 1, this software reduced my time by 34% compared to using the standard MS Word scorebook... Been doing Baldrige evaluations since 1989 . . . your [award /assessment] program should seriously consider using this software."

—Mike Belter,
Ohio Partnership for Excellence

View the software:

Visit the Baldrige Foundation's web site, www.Baldrigepe.org, and click on "Scorebook Navigator" in the lower right.

Looking for bottomline results?

Call today about
**Scorebook Navigator™ software/
Web service from Shaw Resources**

Benefits

- **Saves 30% to 50% of total time** required to create a scorebook or an application outline.
 - Substantial reduction in labor cost is achieved while simultaneously improving examiner morale and engagement.
- **Improves applicant feedback content** because examiners now focus primarily on feedback content rather than being distracted with tedious formatting and information organizing tasks.
 - Team Leaders /Mentors are able to view any team member's scorebook at anytime enabling an examiner issue to be caught before it becomes serious.
- **Enhanced security** because application materials and scorebooks are not stored on individual examiner PCs or laptops.
 - An HP WebInspect-verified internal design that thwarts malicious authorized user attacks.
- **Significantly reduced overall costs** due to the fewer examiner hours being required to develop a scorebook. Additional cost reductions derived from:
 - Elimination of MSWord co-requisite costs.
 - Use of a single, centralized database to facilitate speedy maintenance, updates, and data backup.
 - Use of screen layouts that mimic NIST templates minimizes retraining costs.
 - Support of both full and abbreviated applications.

In our clients' words:

"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."

—Joseph Muzikowski

Chair, Baldrige Panel of Judges (2000-2002)

Baldrige Alumnus Examiner (2003-2009)

Baldrige Examiner/Sr. Examiner (1994-1999)



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that are Customer-Inspired®"*

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