

Successful Baldrige Models Build on ISO-9001. ASQ Boulder Section Presentation by Colin Gray, Cavendish Scott, Inc.

ISO 9000 is often touted as a good start to those seeking to meet the Baldrige criteria – but its much more than that.

ISO brings discipline, organization and structure and also the focus of the ISO process model, the management systems approach and the emphasis on continuous improvement advocated by the ISO standard directly address many of the Baldrige criteria. However, these principles form the basis of the unstated but expected approach to all of the sections of Baldrige.

This presentation aims to review the content of both the ISO standard and the Baldrige criteria comparing and contrasting the requirements. It explores how each model should help with the success of the other and very clearly explains how to leverage your ISO 9000 system to achieve success in meeting the Baldrige criteria and surefire ways to win an award.

Gray is a principal of Cavendish Scott, Inc. which has been involved with training, assessing, implementing and consulting in management systems for over 20 years. While there has been an emphasis on the ISO and ISO related standards, customers have demanded support with many other business models and bottom line improvement. Gray has an MBA from the University of Middlesex in London and other management and marketing qualifications. He is an accredited auditor and an accredited lead auditor trainer.