Workshop Title

**Performance Excellence in Higher Education:**
Using the Baldrige Framework to Address the Assessment, Planning and Improvement of Overall Organizational Performance

Workshop Description
Access, affordability and accountability are among the most pervasive themes in contemporary discussions of higher education. Common to each of these topics that are discussed as often within higher education. As by outside constituencies is the need for more rigorous self-assessment, linked to processes for planning and improvement. Assessment, planning and improvement are certainly not unfamiliar concepts within colleges and universities. On every campus there are administrators, faculty and staff who are committed to employing these activities within their work units. What is often lacking, however is an integrated, systematic organizational-wide approach to assessment, planning and improvement. An approach with the capability of bridging the cultural gap between academic, administrative, student life and service organizations. This workshop discusses these issues, focusing particularly on the Excellence in Higher Education program, and the Baldrige framework on which it is based. The workshop will explore how EHE can be used to provide a common framework, common language, and common tools for addressing the challenges of systematic organizational assessment, planning and improvement at all levels within colleges and universities.

This framework:

- Applies accepted standards of organizational excellence
- Is appropriate for an entire institution and for specific departments, programs, and advisory or governing groups
- Can be adapted to academic, student service, and business units
- Highlights strengths and priorities for improvement
- Creates baseline measures
- Leverages knowledge gained from other sectors
- Fosters a culture of review and improvement
- Provides a framework for sharing effective practices
- Broadens participation in leadership and problem solving
- Identifies problems and solutions that can visibly improve day-to-day operations
- Complements new and emerging accreditation models

The *Excellence in Higher Education* model provides a robust tool for systematically reflecting on and improving the reality and perception of excellence for faculty, staff, students, and for the many other important constituency and stakeholder groups whose views of our colleges and universities are of increasing significant to the future of higher education. Perhaps most importantly, it is a model that equips faculty and staff with concepts and tools necessary to provide informed, systematic leadership of the assessment, planning and improvement process.

Workshop Facilitator
Dr. Bachtiar Simamora is the first Baldrige Examiner and an original Certified Baldrige Examiner from MBNQA, NIST, USA. In 1985, he start his career as researcher at National Institute of Sciences of Indonesia. While studying, he worked as part-time researcher and analysts at the World-Bank, Washington DC, USA. Upon his completion of Masters in Operations Research from The George Washington University and PhD in Industrial Engineering and Management from Oklahoma State University, he joined Bandung Graduate School of Management (STMB) Bandung as Senior Faculty member and Management Partner. He has also served as Head of School of Telecommunication Engineering (STTTelkom) Department before he concentrated on consulting work that focused on implementation of Baldrige Criteria for Performance Excellence.

He has conducted many Baldrige Training including several sessions of Examiner Training in Cooperation with TGI Inc. USA. He has also conducted several Baldrige Executive Briefing and seminar for awareness and buying-in. In April 2004, he is one of the speaker at National Executive Seminar on Baldrige Criteria attended by more than 200 top management of State-Owned Enterprises (BUMN). He has provided consultancy to organization for designing, preparing, and implementing using Baldrige Criteria for Performance Excellence. In March 2005, he worked with USAID project at The Supreme Audit Institution of Republic of Indonesia Strategic Planning to transform and improve overall it’s performance using Baldrige Criteria as framework. He provides consultancy and assistance to
minister of Industry in the planning of organizational transformation to better serve industries organization in Indonesia. He is currently lead a team (Champion Team) at Bina Nusantara University in implementing Baldrige framework to accelerate the achievement of University Vision, Mission and Goals. His research interest include Performance Excellence through process improvement (reengineering), leadership, knowledge management and innovation.

**Mini workshop 60 minutes agenda:**

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<thead>
<tr>
<th>Duration (minutes)</th>
<th>Activity</th>
<th>Remarks</th>
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<tbody>
<tr>
<td>5</td>
<td>Introductions: Facilitators and participants will introduce themselves, facilitators will solicit information on participant purposes for attending the workshop</td>
<td>Hand out provided before workshop</td>
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<tr>
<td>15</td>
<td>Presentation and discussion of Higher Education Performance and Baldrige framework to guide and measure improvement.</td>
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<tr>
<td>15</td>
<td>Group discussion on developing implementation plan</td>
<td>Participants formed in to several groups</td>
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<tr>
<td>20</td>
<td>Interactive group presentation</td>
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<td>5</td>
<td>Summary, consider next steps, wrap-up workshop</td>
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**Possible Prerequisite Knowledge**

No special technical prerequisite knowledge is needed. All TALE 2013 attendees would be welcome.

**References:**
