

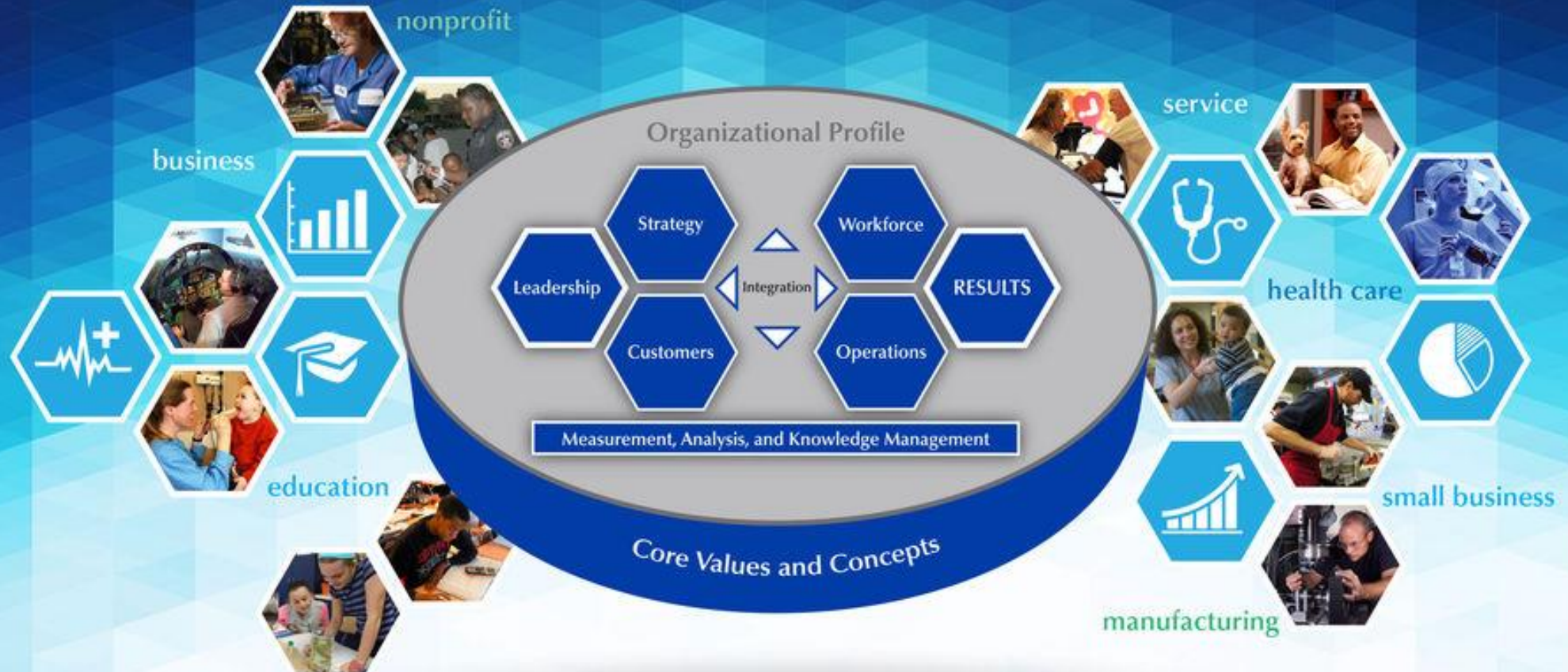
Midland County: A Community of Excellence

The power of combining a proven quality framework with a collective impact model



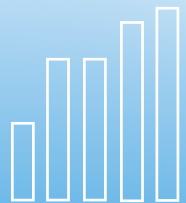
Baldrige National Quality Award:

- Defining performance excellence: the leading edge of validated leadership and performance practice
- Sharing best practices
- Helping organizations improve...and now communities



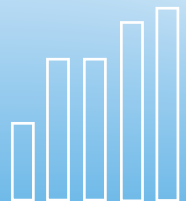
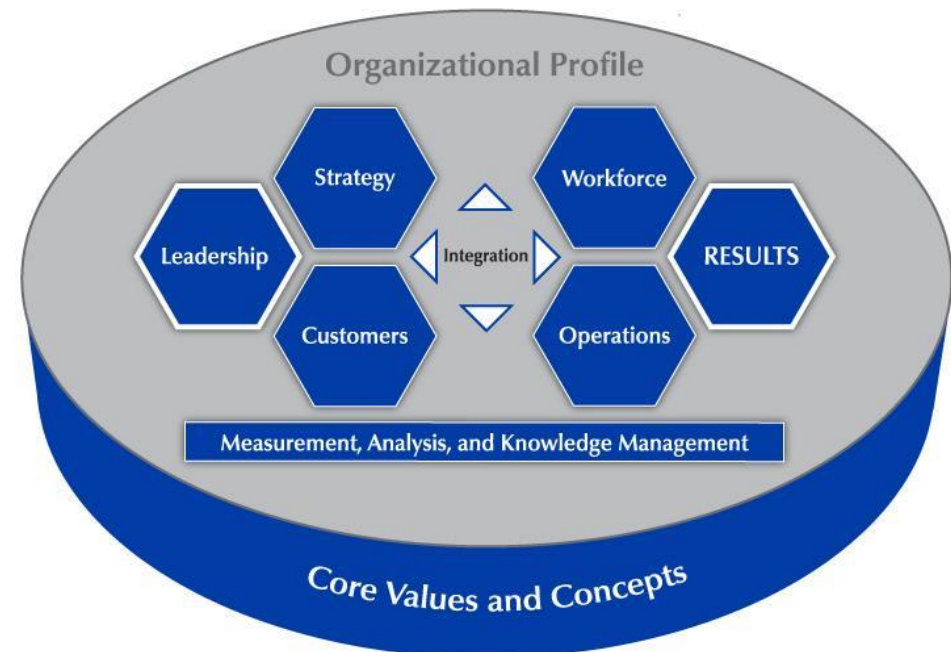
I see the Baldrige process as a **powerful set of mechanisms** for disciplined people engaged in disciplined thought and taking disciplined action to **create great organizations that produce exceptional results.**

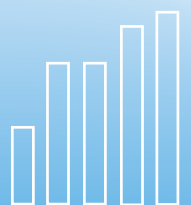
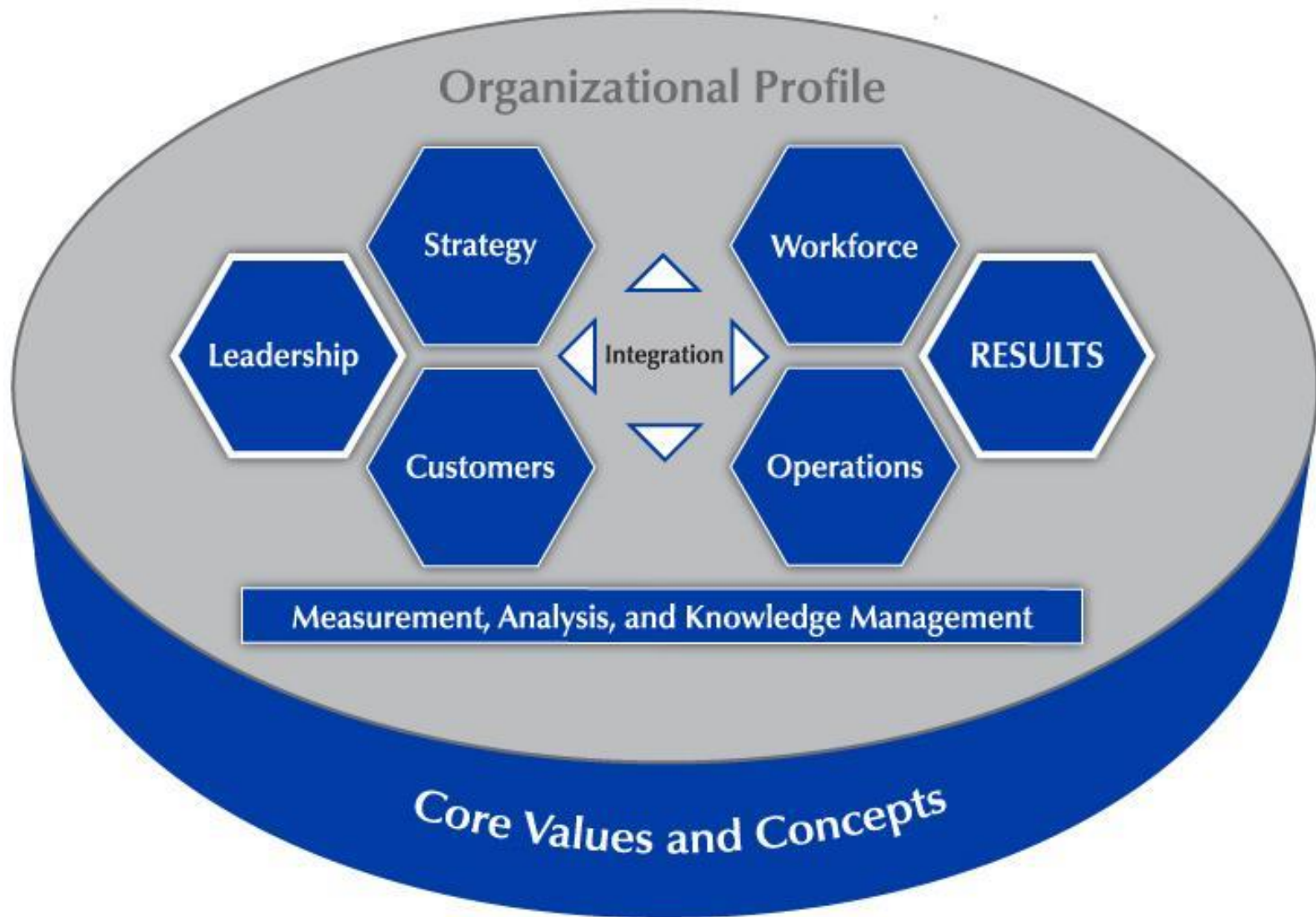
— Jim Collins, author of *Good to Great: Why Some Companies Make the Leap ... and Others Don't*



Baldrige Framework: A Systems Perspective

- Managing all the parts of your organization as a unified whole
- Ensuring that plans, processes, measures, and actions are consistent
- Ensuring that the individual parts work together beneficially





Core Values and Concepts

Customer-focused excellence

Valuing people

Systems
perspective

Organizational learning and agility

Ethics and
transparency

Visionary
leadership

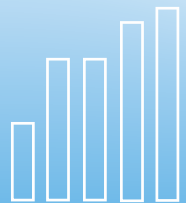
Focus on success

Delivering value
and results

Managing for innovation

Management by fact

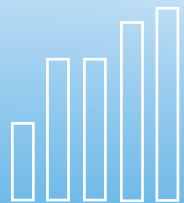
Societal contributions



Relevance of the Baldrige Framework

6.2(c)2. **Organizational Continuity.** How do you ensure your organization is prepared for disasters or emergencies?

- How does your disaster and emergency preparedness system consider prevention, continuity of operations, and recovery?
- How does your disaster and emergency preparedness system take into account your reliance on your workforce, supply network, and partners?
- How do you ensure your information technology systems continue to be secure and available to serve your customers and organizational needs?



From Fighting Fires to Innovation: An Analogy for Learning

Learning is an essential attribute of high-performing organizations. Effective, well-deployed organizational learning can help an organization improve from the early stages of reacting to problems to the highest levels of organization-wide improvement, refinement, and innovation.

1



Reacting to the problem (0–5%)

Run with the hose and put out the fire.

2



General improvement orientation (10–25%)

Install more fire hoses to get to the fires quickly and reduce their impact.

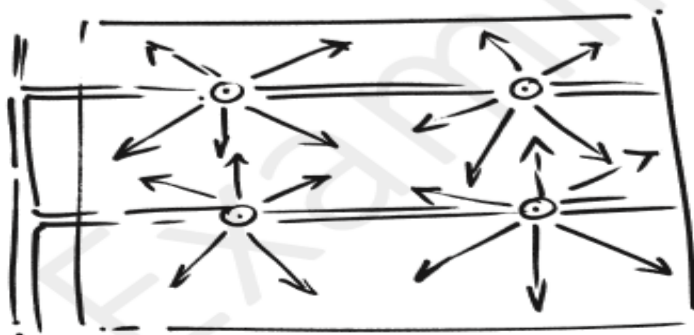
3



Systematic evaluation and improvement (30–45%)

Evaluate which locations are most susceptible to fire. Install heat sensors and sprinklers in those locations.

4



Learning and strategic improvement (50–65%)

Install systemwide heat sensors and a sprinkler system that is activated by the heat preceding fires.

5



Organizational analysis and innovation (70–100%)

Use fireproof and fire-retardant materials. Replace combustible liquids with water-based liquids. Prevention is the primary

Stages of Maturity

Reactive



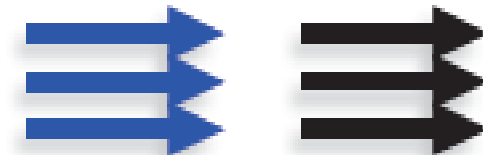
Strategic
and Operational
Goals

Early



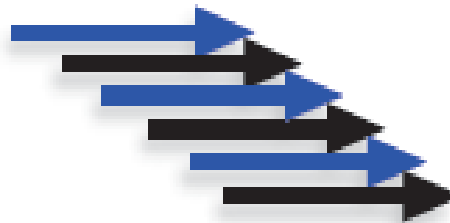
Strategic and
Operational
Goals

Mature

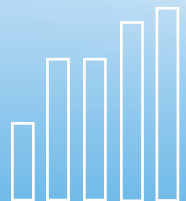


Strategic
and Operational
Goals

Role Model



Strategic
and Operational
Goals

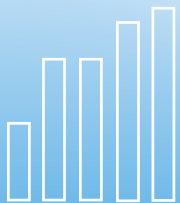


Communities of Excellence

CREATION OF A NATIONAL LEARNING COLLABORATIVE

Hypothesis:

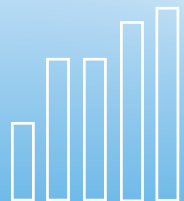
That a systems framework proven to drive performance excellence in ***companies and organizations***—the Baldrige Excellence Framework—can be modified to achieve performance excellence in ***communities*** to benefit the health and well-being of all residents.



COMMUNITIES OF EXCELLENCE 2026

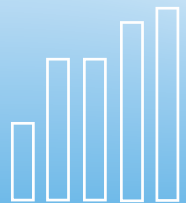
MIDLAND COUNTY

exploring our future



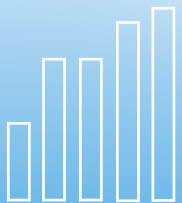
Communities of Excellence 2026

- 3 Year process for improving community performance and ultimately quality of life
- Uses Baldrige Principles of Performance Excellence
- **Year 1**
 - Build and engage our Communities of Excellence (COE) Group
 - Complete Baldrige-based Community Profile using seven framework categories
- **Year 2**
 - Develop and implement strategy
 - Develop metrics
- **Year 3**
 - Identify and address areas for improvement using Baldrige Performance Excellence process



Midland County COE

- Midland Area Community Foundation is the backbone organization
- Community excellence organization is the Community Success Panel (CSP)
- Adopted mission, purpose, focus areas, values and leadership system of the CSP
- Very important to not “reinvent the wheel”
- Work done through
 - Instructional webinars
 - Highly structured self analysis and
 - Experience sharing with other communities undertaking COE



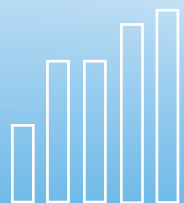
- **Vision:** *Midland County: Together-Forward-Bold.*

An exceptional place where everyone thrives.

- **Purpose:** *To enhance prosperity in Midland County by gathering key stakeholders to envision our best future through sharing ideas, building productive relationships and aligning economic development efforts.*

MIDLAND COUNTY

exploring our future



Our Focus Areas

- **Building Our Livelihood**

- Economic development, infrastructure



- **Developing Our Talent**

- Talent, education, youth development and engagement



- **Caring for Our People**

- Human services, social services, poverty, housing, mental and physical health, public safety

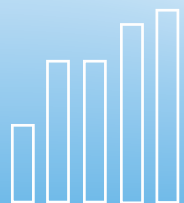


- **Enriching Our Community**

- Arts, culture, entertainment, recreation, diversity, community leadership, environment



We develop, nurture, and benefit from extraordinary leaders who work together to create community success.



Midland County Project Status – Year 1

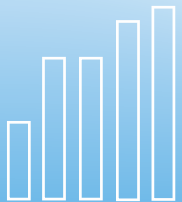
- **Community Description**

- Community Definition
- Community Offerings
- Residents and Other Stakeholders / Key Requirements
- People and Organizational Resources
- Regulatory Environment
- Community Excellence Group

- **Community Leadership**

- Mission, Vision, Values
- Composition
- Leadership System
- Programs and Services
- Suppliers, Partners, Collaborators

- **Community Strategy**



vi·sion

A description of
the desired
future

Midland County.

Together-Forward-Bold.

An exceptional place where everyone
thrives.

MIDLAND COUNTY

exploring our future

