

What Is the Baldrige Framework?

A proven system for driving **organizational excellence**, built around seven interconnected categories:

- **Leadership**
- **Strategy**
- **Customers**
- **Measurement & Knowledge Management**
- **Workforce**
- **Operations**
- **Results**

It helps organizations answer:

- Are we performing at the level we need to?
- How do we know?
- What and how should we improve?

Why It Matters to JRG Clients

JRG Consulting Group leverages Baldrige principles to help clients:

- **Diagnose performance gaps** using systems thinking
- **Align strategy with execution** across departments
- **Enhance workforce engagement** and retention
- **Build resilient supply chains** and operational agility
- **Integrate innovation, DEI, and ESG** into core strategy

Key Concepts We Apply

Core Value	Strategic Impact
Visionary Leadership	Drives transformation and trust
Customer-Focused Excellence	Builds loyalty and brand equity
Agility & Resilience	Enables rapid adaptation
Intelligent Risk	Fuels innovation and growth
Ethics & Transparency	Strengthens governance and culture