



# Align Your Portfolio Companies to the United States Standard of Management Excellence and Maximize Results



## WHAT IS BALDRIGE?

The United States Baldrige Performance Excellence Program was created by an Act of Congress in 1987 to encourage American companies to become more competitive. It has since been adopted world-wide by leaders who want to increase their company's sales, quality, customer satisfaction, employee engagement, and profitability.

Prestigious Baldrige-based Awards have been earned by the largest and most successful companies in the world including Nestle, IBM, PWC, and FedEx.

Leverage the Baldrige Program to create your firm's private Baldrige-based "Lean Scale-Up" program to align your portfolio companies and maximize results.

## Grow Revenues & Value

Baldrige reports an average 48% year-over-year revenue growth.



## Increase Customer Satisfaction

Baldrige reports remarkable levels of customer satisfaction ranging from 80% to 100%.



## Engage and Retain High-Performing Employees

Baldrige reports 80% or greater employee satisfaction and retention rates.



## Maximize Risk-Adjusted Returns Across All Portfolio Companies:

- Create your firm's proprietary best-practice sharing database
- Recognize high-performing "role-model" Operating Managers
- Reduce the need (and cost) for outside consultants
- Provide a toolset for achieving performance excellence
- Provide ongoing training and support for Operating Managers and their teams
- Create a proprietary formula for Increasing valuations



## Create high-performing role-model companies who inspire all your operating teams to reach higher and achieve more

### Accelerate Success

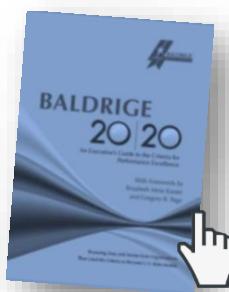
The Baldrige Excellence Framework is a holistic management approach that your Operating Managers can use to build highly competitive companies. The framework encourages the integration of seven key focus areas:

1. Leadership
2. Strategy
3. Measurement, Analysis...
4. Customer
5. Workforce
6. Operations
7. Results

The Baldrige Framework provides a non-prescriptive set of requirements for each area that leaders are encouraged to address. As each requirement is considered, gaps are identified that are corrected. As improvement occurs the Baldrige benefits and ROI accrue.

### 25 Years of Credible and Proven Results

The benefits of adopting Baldrige-based excellence are measured by NIST.gov. Impacts include dramatic sales growth, improvements in customer and employee satisfaction, increases in strategic execution and innovation. NIST published the [Baldrige 20/20 report](#) to highlight some common impacts:



### Leverage the U.S. Standard of Excellence Using a Turnkey Baldrige-based Toolkit

Provide your Operating Teams with an easy-to-use Baldrige-based toolkit that includes ongoing training and support related to:

- Leadership development
- Employee engagement
- Value growth
- Reducing risk
- Strategic planning and execution
- Increasing customer satisfaction
- Improving product quality
- Creating a systematic and resilient organization
- Improving financial results
- Building a culture of excellence
- Accountability and transparency

### Help Operating Managers Quickly Create Highly Valuable Companies

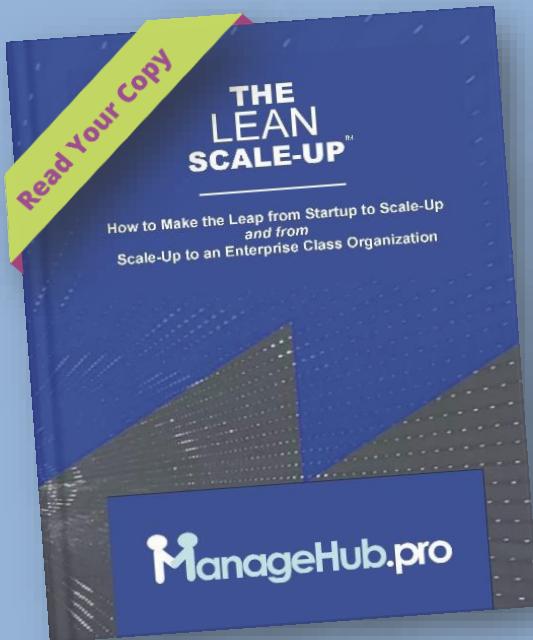
A Baldrige-based "Lean Scale-Up" program helps Operating Managers create companies that are highly attractive to prospective M&A partners who are willing to pay a higher multiple for a lower-risk company.

### Create Your Firm's Proprietary Best-Practices Sharing Platform

Leverage the Baldrige Performance Excellence Framework to encourage collaboration between operating managers and team:

- Share innovative ideas, tools and methods
- Contribute to a growing knowledgebase related to sales, marketing, KPI measurements, reporting, etc.
- Participate in special interest collaboration groups where operating members can discuss topics related to regulatory compliance, employee engagement, etc.
- Share operating knowledge and standards
- Request support for unexpected issues
- Report progress

# ManageHub Offers Your Firm a Turnkey Baldrige-based Performance Excellence Program



## Download Your Copy of "The Lean Scale-Up"

ManageHub with the support of the **Baldrige Alliance for Performance Excellence**, has created multiple tools that your firm's portfolio companies can use to achieve performance excellence. These tools make it easier for leaders to engage employees as full partners in optimizing and improving their companies. All is explained in "The Lean Scale-Up" book. Download your copy now and share it with your Operating Managers.

[Download Your Copy Now](#)

## Baldrige-based Success Score Award Assessment

ManageHub's Baldrige-based Success Score is an organizational assessment that measures a company's maturity focusing on six Baldrige-based dimensions: Leadership, Strategy, Customer-focus, Employees, Operations, and Results. The assessment was developed in collaboration with top leaders of the Baldrige-Alliance. It generates six individual scores that are explained in a 25-page report that identify gaps and suggested corrective action.

There are two versions of the Success Score. One is a rapid self-assessment that your firm's portfolio companies can take to benchmark their current organizational maturity and measure improvement over time. The second is a written assessment that is prepared by Baldrige Examiners and can be the basis of your firm's Baldrige-based "Lean Scale-Up" program.

[Take the Success Score](#)

