



ABOUT THE MIDWEST EXCELLENCE INSTITUTE.

The Midwest Excellence Institute (MEI) is the Missouri and Kansas state level partner of the National Baldrige Performance Excellence Program. We are a Baldrige-driven company committed to helping organizations from all sectors improve performance. Through customized services, workshops and organizational assessments, we help healthcare organizations, schools, governments, manufacturers, nonprofits and businesses accelerate improvement.

YOU WANT EXCELLENCE. WE'RE HERE TO HELP.

IS YOUR ORGANIZATION STRIVING TO...

- Set the right direction and execute?
- Drive business results?
- Exceed customer and stakeholder expectations?
- Transition from surviving to thriving?
- Develop an engaged and productive workforce?
- Connect with others interested in performance excellence, innovation and continuous improvement?

EXCELLENCE DOESN'T COME WITH SIZE; IT COMES WITH A DRIVE TO BE BETTER.

The Midwest Excellence Institute has the tools and resources to help organizations of all types and sizes to successfully achieve their vision and embrace their journey to performance excellence.



MIDWEST EXCELLENCE INSTITUTE

200 N. KEENE STREET, SUITE 101 COLUMBIA, MISSOURI 65201
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WE ARE WITH YOU EVERY STEP OF YOUR ORGANIZATION'S JOURNEY.

How our consultative services can help your organization reach new heights.

Organizational performance requires setting the right direction (strategy) and getting there (execution). The standards of excellence we pursue in business continue to change, as does the economic environment.

Drawn from the internationally-recognized Baldrige Criteria, our business consulting services help organizations learn, re-visit modes of operation and examine the competitive environment in which they function. We develop effective strategies to help organizations reach their maximum potential.

LEADERSHIP

- Leadership Development
- Mission, Vision, & Values Development
- Succession Planning
- Innovation & Intelligent Risk Management

STRATEGIC PLANNING

- Strategy Development
- Strategy Implementation

CUSTOMERS

- Customer Engagement
- Customer Relationship Management
- Focus Groups & Surveys

MEASUREMENT

- Performance Measurement Systems/ Balanced Scorecards
- Performance Improvement

WORKFORCE

- Workforce Engagement & Performance
- Workforce Capability & Capacity
- Organizational Culture

OPERATIONS

- Work Processes Development
- Supply Chain Management
- Innovation & Intelligent Risk Management
- Operations Management

RESULTS

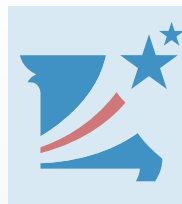
- Feedback Implementation

IDENTIFY STRENGTHS AND OPPORTUNITIES FOR IMPROVEMENT.

Finding opportunities starts with asking the right questions. Our guided assessments provide a simple methodology to determine the organizational strengths and next steps to help align your organization and operations in support of strategies to ensure delivery of services.

No matter where you are on your journey to performance excellence, our independent assessments and tiered awards program can help you take the next step to performance excellence and continuous improvement.

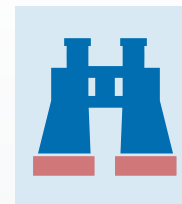
HOW THE QUALITY AWARD PROCESS CAN HELP YOUR ORGANIZATION REACH NEW HEIGHTS:



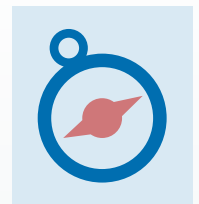
MISSOURI
QUALITY AWARD



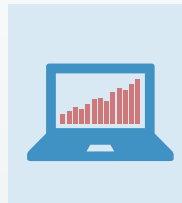
KANSAS
QUALITY AWARD



EXPEDITION
(MID-LEVEL)



COMPASS
(ENTRY-LEVEL)



APPLICATION
DEVELOPMENT
COACHING



BALDRIGE
SITE VISIT
PREPARATION



ORGANIZATIONAL
ASSESSMENTS



EXAMINER
OPPORTUNITIES

AN ASSESSMENT IS A COMPREHENSIVE AND INTEGRATED TOOL THAT RECOGNIZES THE STRENGTHS AS WELL AS KEY AREAS FOR IMPROVEMENT WITHIN AN ORGANIZATION.



Learn more about how the Midwest Excellence Institute can help your business thrive. Download our white paper "The Gold Standard: How Businesses can Achieve Performance Excellence" at www.midwestexcellence.org.

HELPING ORGANIZATIONS REACH NEW HEIGHTS



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