

Figure 3.1 Malcolm Baldrige Award selection process and criteria.

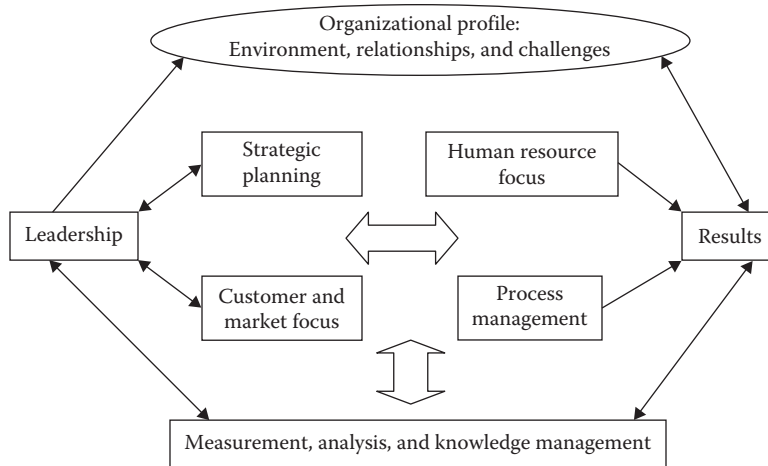


Figure 3A.1 Baldrige criteria for performance excellence framework: A systems perspective. (From www.quality.nist.gov. With permission.)

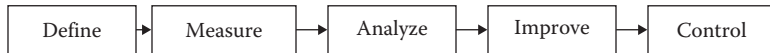


Figure 3A.2 DMAIC framework.

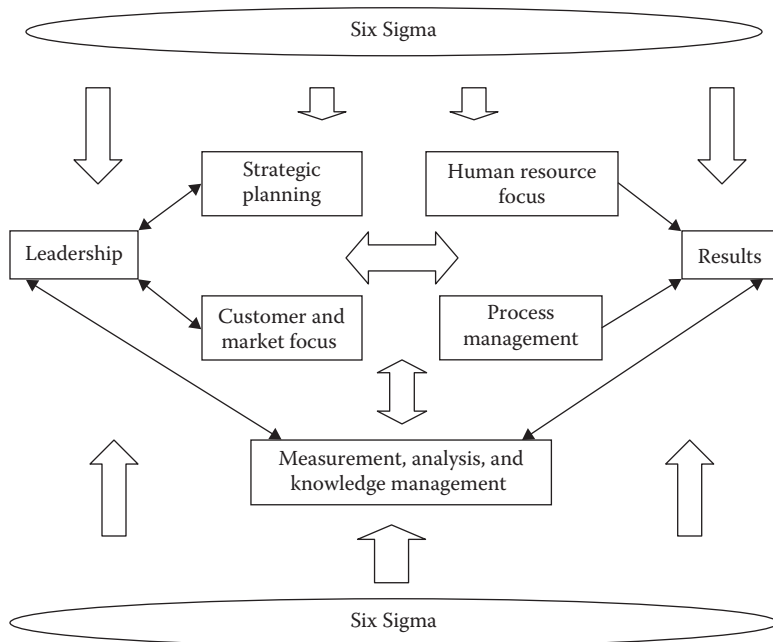


Figure 3A.3 An integrative approach to Six Sigma implementation in the Baldrige model.