



The Pocket Guide to the Baldrige Award Criteria (5-Pack), 17th Edition

Mark Graham Brown

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Updated yearly to match changing requirements, this guide is designed to help you understand the criteria for the *Malcolm Baldrige National Quality Award*. The Baldrige criteria are being used by thousands of organizations around the world to evaluate their progress toward becoming the best in their fields. This 17th edition of **The Pocket Guide to the Baldrige Criteria** begins with commonly asked questions about the Award criteria. It then breaks down the 19 items under the seven category headings of the Baldrige criteria with concise explanation and quick tips of what excellent companies do in each area.

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