

The malcolm baldrige national quality award



The Malcolm Baldrige National Quality Award is an award delivered every year to private companies that have provided quality for their customers. The program to make this factor an award was created by public law 100-107, signed into law on August 20, 1987 (NIST, 2012). This award is given, based on criteria such as Leadership, Information and Analysis, Strategic planning, Human resources development and management, process management, Business result and finally, the customer focus and satisfaction.

The Malcolm Baldrige Award is the way to bring businesses, education and health care organizations to promote excellence in their field to avoid the consumer to purchase and consume a product that can lead to accident due to the quality issues. The award was named in honor of Malcolm Baldrige (1922-1987) who was the 26th secretary of commerce and who has reduced the United State of America's budget by 30% and the administrative personnel by 25% through his managerial excellence that has contribute to improve the government activities (NIST, 2012). The globalization and other factors required that businesses implement high quality of good and services that they provide. This has led organizations such as Minnesota schools for instance, to adopt the program and give students and parents quality education (Smetanka, 1992). In all cases, organization must maintain and ensure quality assurance which is a system of companywide policies, practices, and procedures to ensure that every product meets preset quality standards in doing the job right by encouraging customers feedback through surveys, training employees, empowering them etc. (Bovee & Thill, 2006). I would like to work in a company such as Ernst & Young or IBM that

have implemented the ISO standards in their management to control and maintain quality.

Using the ISO standards is very important because the company will be more efficient in its activities. I see the quality like an Ethical aspect and my wish is to work in ethical companies.