

2025 Current Fiscal Year Report: Board of Overseers of the Malcolm Baldrige National Quality Award

Report Run Date: 08/27/2025 07:26:16 PM

1. Department or Agency

Department of Commerce

2. Fiscal Year

2025

3b. GSA

Committee

No.

3. Committee or Subcommittee

Board of Overseers of the Malcolm Baldrige
National Quality Award

317

4. Is this New During Fiscal Year?

No

5. Current Charter

10/27/2023 10/27/2025

6. Expected Renewal Date

7. Expected Term Date

8a. Was Terminated During Fiscal Year?

No

8b. Specific Termination Authority

8c. Actual Term Date

9. Agency

Recommendation for Next Fiscal Year

Continue

10a. Legislation Req to Terminate?

Not Applicable

10b.

Legislation Pending?

Not Applicable

11. Establishment Authority Statutory (Congress Created)

12. Specific Establishment Authority

15 U.S.C. 3711a(d)(2)(B) 08/20/1987 Continuing No

13. Effective Date

14. Committee Type

14c. Presidential?

15. Description of Committee Scientific Technical Program Advisory Board

16a. Total

Number of Reports

No Reports for
this Fiscal Year

17a.

Open

2 17b. Closed 0 17c. Partially Closed 0 Other Activities 0 17d. Total 2

Meetings and Dates

Purpose

Start

End

The purpose of this meeting is to review and discuss the work of the Baldrige Performance Excellence Program to implement improvements to the Malcolm Baldrige National Quality Award (Award), 12/05/2024 - 12/05/2024 and to provide recommendations to the Director of the National Institute of Standards and Technology (NIST) as the Board deems necessary.

The purpose of this meeting is for the Board of Overseers to review and discuss the work of the Baldrige Performance Excellence Program to implement improvements to the Malcom Baldrige National Quality Award 06/25/2025 - 06/25/2025 ("Award"), and to provide recommendations to the Director of the National Institute of Standards and Technology (NIST) as the Board deems necessary

Number of Committee Meetings Listed: 2

	Current FY	Next FY
18a(1). Personnel Pmts to Non-Federal Members	\$0.00	\$0.00
18a(2). Personnel Pmts to Federal Members	\$0.00	\$0.00
18a(3). Personnel Pmts to Federal Staff	\$0.00	\$0.00
18a(4). Personnel Pmts to Non-Member Consultants	\$0.00	\$0.00
18b(1). Travel and Per Diem to Non-Federal Members	\$0.00	\$0.00
18b(2). Travel and Per Diem to Federal Members	\$0.00	\$0.00
18b(3). Travel and Per Diem to Federal Staff	\$0.00	\$0.00
18b(4). Travel and Per Diem to Non-member Consultants	\$0.00	\$0.00
18c. Administrative Costs (FRNs, contractor support, In-person/hybrid/virtual meetings)	\$0.00	\$0.00
18d. Other (all other funds not captured by any other cost category)	\$0.00	\$0.00

18e. Total Costs	\$0.00	\$0.00
19. Federal Staff Support Years (FTE)	0.00	0.00

20a. How does the Committee accomplish its purpose?

The Board of Overseers has provided specific guidance on the conduct of the Malcolm Baldrige National Quality Award Program.

20b. How does the Committee balance its membership?

The membership of the Board of Overseers is composed of a balanced representation from U.S. service, manufacturing, nonprofit, education, and health care industries. The Board includes members familiar with the quality improvement operations and competitiveness issues of manufacturing companies, service companies, small businesses, health care providers, and educational institutions. Members are chosen who have broad experience in for-profit and nonprofit areas. Members are selected in accordance with applicable Department of Commerce guidance.

20c. How frequent and relevant are the Committee Meetings?

The Board met twice in FY25, to discuss where we are at in the reimagining process and to discuss and review information received from NIST.

20d. Why can't the advice or information this committee provides be obtained elsewhere?

It is necessary to have a committee to review the operations of the Award Program to assure its relevance and integrity. There is no other existing organization that can do this.

20e. Why is it necessary to close and/or partially closed committee meetings?

N/A

21. Remarks

The Overseers expressed their support for the changes to the process and changes to the award process fee schedule, and made the following recommendations: For BPEP • Avoid any potential perception of politicization of the award process, in particular, it must be made clear why the pre-screened organizations are deserving of being advanced to site visit, and that they will go through the same site visit and judging processes as the normal applicants. For NIST and DOC • As noted in the final report from the external review, effective implementation of Baldrige Reimagined requires significant investment in the Baldrige Program. To date, BPEP has been doing the best they can with only their existing resources. Providing resources to help lower barriers, enable the development and distribution of readily accessible and technology enhanced offerings, enhance outreach and promotion, and to create new and improved partnerships and collaborations, is crucial to the success of the entire Baldrige Reimagined effort to increase the reach and impact of Baldrige. • BPEP needs NIST/DOC support for and participation in promotion, outreach, and marketing to encourage organizations to participate in the award process, especially in manufacturing, service, and small business sectors. A video from the Secretary expressing her support and encouragement would be very helpful. • Demonstrate support for BPEP partners through messaging and promotion of Baldrige that incorporates reference to the Alliance, COE, and the Foundation • Support and help recruit high level executives as members for

Board of Overseers.

Designated Federal Officer

Robyn Decker Secretary, Baldrige Performance
Excellence Program

Committee Members	Start	End	Occupation	Member Designation
Floyd, Raymond	11/20/2024	02/28/2027	Retired - VP	Special Government Employee (SGE) Member
Hoffman, Margot	11/20/2024	02/28/2027	President/CEO	Special Government Employee (SGE) Member
Koralewski, Michael	11/20/2024	02/28/2027	Chief Supply Chain Officer	Special Government Employee (SGE) Member
Pailen, Loyce	11/20/2024	02/28/2027	Senior Director	Special Government Employee (SGE) Member
Souter, Janet	12/06/2020	02/28/2027	VP, Operations	Special Government Employee (SGE) Member
Tribone, Thomas	11/20/2024	02/28/2027	Founder and CEO	Special Government Employee (SGE) Member

Number of Committee Members Listed: 6

Narrative Description

The Board of Overseers evaluates all aspects of the Program, including the adequacy of the criteria and processes for determining Award recipients. An important part of the Board's responsibility is to assess how well the Program is serving the national interest. Accordingly, the Board makes recommendations to the Secretary of Commerce and to the Director of NIST regarding changes and improvements in the Program.

What are the most significant program outcomes associated with this committee?

Checked if
Applies

Improvements to health or safety	<input checked="" type="checkbox"/>
Trust in government	<input checked="" type="checkbox"/>
Major policy changes	<input type="checkbox"/>
Advance in scientific research	<input type="checkbox"/>
Effective grant making	<input type="checkbox"/>
Improved service delivery	<input checked="" type="checkbox"/>
Increased customer satisfaction	<input checked="" type="checkbox"/>
Implementation of laws or regulatory requirements	<input type="checkbox"/>
Other	<input type="checkbox"/>

Outcome Comments

NA

What are the cost savings associated with this committee?

Checked if Applies

None	<input type="checkbox"/>
Unable to Determine	<input checked="" type="checkbox"/>
Under \$100,000	<input type="checkbox"/>
\$100,000 - \$500,000	<input type="checkbox"/>
\$500,001 - \$1,000,000	<input type="checkbox"/>
\$1,000,001 - \$5,000,000	<input type="checkbox"/>
\$5,000,001 - \$10,000,000	<input type="checkbox"/>
Over \$10,000,000	<input type="checkbox"/>
Cost Savings Other	<input type="checkbox"/>

Cost Savings Comments

NA

What is the approximate Number of recommendations produced by this committee for the life of the committee?

212

Number of Recommendations Comments

The board had 4 recommendations in Dec. 2024 - FY25.

What is the approximate Percentage of these recommendations that have been or will be Fully implemented by the agency?

60%

% of Recommendations Fully Implemented Comments

NA

What is the approximate Percentage of these recommendations that have been or will be Partially implemented by the agency?

20%

% of Recommendations Partially Implemented Comments

NA

Does the agency provide the committee with feedback regarding actions taken to implement recommendations or advice offered?

Yes ☒ No ☐ Not Applicable ☐

Agency Feedback Comments

Progress reports on each recommendation are included in the minutes for each meeting of the Board of Overseers.

What other actions has the agency taken as a result of the committee's advice or recommendation?

Checked if Applies

Reorganized Priorities	<input checked="" type="checkbox"/>
Reallocated resources	<input checked="" type="checkbox"/>
Issued new regulation	<input type="checkbox"/>
Proposed legislation	<input type="checkbox"/>
Approved grants or other payments	<input type="checkbox"/>
Other	<input type="checkbox"/>

Action Comments

NA

Is the Committee engaged in the review of applications for grants?

No

Grant Review Comments

NA

How is access provided to the information for the Committee's documentation?

Checked if Applies

Contact DFO	<input checked="" type="checkbox"/>
Online Agency Web Site	<input checked="" type="checkbox"/>
Online Committee Web Site	<input type="checkbox"/>
Online GSA FACA Web Site	<input checked="" type="checkbox"/>
Publications	<input type="checkbox"/>
Other	<input checked="" type="checkbox"/>

Access Comments

The meetings of the Board of Overseers are open to the public and the agenda is published in the Federal Register.