

# 2024 Current Fiscal Year Report: Board of Overseers of the Malcolm Baldrige National Quality Award

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## 1. Department or Agency

Department of Commerce

## 2. Fiscal Year

2024

## 3b. GSA

## Committee

## No.

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

## 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

0 17b. Closed0 17c. Partially Closed0 Other Activities0 17d. Total0

## Meetings and Dates

No Meetings

	Current FY	Next FY
<b>18a(1). Personnel Pmts to Non-Federal Members</b>	\$0.00	\$0.00
<b>18a(2). Personnel Pmts to Federal Members</b>	\$0.00	\$0.00
<b>18a(3). Personnel Pmts to Federal Staff</b>	\$0.00	\$0.00
<b>18a(4). Personnel Pmts to Non-Member Consultants</b>	\$0.00	\$0.00
<b>18b(1). Travel and Per Diem to Non-Federal Members</b>	\$0.00	\$0.00
<b>18b(2). Travel and Per Diem to Federal Members</b>	\$0.00	\$0.00
<b>18b(3). Travel and Per Diem to Federal Staff</b>	\$0.00	\$0.00
<b>18b(4). Travel and Per Diem to Non-member Consultants</b>	\$0.00	\$0.00
<b>18c. Other(rents,user charges, graphics, printing, mail, etc.)</b>	\$0.00	\$0.00
<b>18d. Total</b>	\$0.00	\$0.00
<b>19. Federal Staff Support Years (FTE)</b>	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 once in FY23, to discuss where we are at in the reimagining process.

**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**

**Designated Federal Officer**

Robyn Verner Secretary, Baldrige Performance Excellence Program

Committee Members	Start	End	Occupation	Member Designation
Agnes, Gerry	08/29/2019	02/28/2025	President & CEO	Special Government Employee (SGE) Member
Brandt, Angela	10/26/2022	02/28/2025	President	Special Government Employee (SGE) Member
Floyd, Raymond	08/19/2021	02/28/2024	Senior Vice President (Retired) Suncor Energy	Special Government Employee (SGE) Member

Lassiter, Brian	08/19/2021	02/28/2024	President/CEO	Special Government Employee (SGE) Member
Meadows, Theresa	08/29/2019	02/28/2025	SVP & CIO	Special Government Employee (SGE) Member
Mejia, Michelle	08/19/2021	02/28/2024	Assistant VP	Special Government Employee (SGE) Member
Morales, David	02/28/2022	02/28/2025	General Counsel	Special Government Employee (SGE) Member
Souter, Janet	12/06/2020	02/28/2025	VP, Operations	Special Government Employee (SGE) Member

**Number of Committee Members Listed: 8**

### 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 ☐

**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?**

208

**Number of Recommendations Comments**

There were no recommendations in FY23.

**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.