

TRAINING AND SERVICES CATALOG

Accelerated Improvement Mentoring, Inc. (AIM) is committed to helping organizations around the world accelerate their journey to success by providing insight and strategies found at other world class organizations and helping to make it fit your organization.

AIM provides four types of services:

- 1) Assistance in the development of self-assessments to the Baldrige criteria (whether or not for the purpose of applying for the award). We call this training as it is our goal to teach best practices and approaches as you develop your application (AIM500QAPP).
- 2) Development and/or administration of internal organizational award programs. This is not considered training, but instead a service. Call for information about this service and prior experience in this service.
- 3) Hands-on assistance in the implementation of best practices in many areas such as Strategic Planning, Measurement Systems, Customer Relationship Management and various others. These consulting services are charged on an hourly rate as requested.
- 4) Training in focused areas designed to deliver maximum impact including understanding the Baldrige Criteria, Leadership Development, Change Management, Strategic Planning, Process Improvement, Measurement Systems, Customer Service, Work System Development, and Team Building.

This catalog contains flyers for each of the types of services and training described above. Each of these courses and services are built to be highly tailorable, therefore, if your organization has special needs or desires a different approach, please let us know and we will endeavor to meet your needs.

Training identified in this catalog:

[AIM100BOW - Baldrige Overview Workshop](#)

[AIM200BOWL - Baldrige Overview Workshop for Organizational Leaders](#)

[AIM300ST4L - Systems Thinking for Leaders](#)

[AIM400CM - Change Management](#)

[AIM500QAPP - Quality Award Application Training](#)

[AIM600EXTA - Interpreting and Using External Assessment Inputs](#)

[AIM700SPS - Strategic Planning Systems](#)

[AIM800PE4U - FOCUS PDCA](#)

[AIM900MS - Measurement Systems](#)

[AIM1000QT - Quality Tools \(SPC\)](#)



Jackie R. Beede

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[AIM1100CS - Customer Service through Enhanced Systems](#)

[AIM1200WSD - Work System Development & Team Building](#)

[AIM1300SPT - Special Project Training \(by request\)](#)

Baldrige Overview Workshop (AIM100BOW)

This four-hour workshop and four-hour follow-up session is designed to help introduce organizations to the principles and approaches included in the Baldrige model of performance excellence. The criteria is briefly introduced and explained along with the background of the program and the results that have been experienced by many recipients. The workshop is designed to help organizations determine whether the program will provide value to their organization.

About the Workshop:

This workshop is an established, effective approach to align your organization's performance management with a world-class model for success. Workshop sessions present the Criteria, background of the program, process components, and the results attained by many recipients. Workshop facilitators are leading experts in the Baldrige Criteria and organizational best practices, and they know how to make this challenge fun and rewarding. Following the workshop, the organization is invited to take advantage of the remainder of the day with the facilitator to ask questions, share experiences, identify areas for improvement, and solve problems.

Time Commitment:

The workshop is one half-day of classroom work and another half-day of onsite practical experience. Approximately four hours of pre-work is required to collect needed information and data to support the team's efforts.

Outcomes:

Upon completion of the workshop, attendees will have a high-level understanding of the Baldrige Criteria and the Baldrige program and its benefits.

Facilitators:

Jackie and Bruce Beede are the principals of Accelerated Improvement Mentoring, Inc. (AIM, Inc.), a Baldrige mentoring firm. Beyond their wide experience with many business, education, and military organizations, they also have extensive experience in the Baldrige/TAPE Criteria for Performance Excellence. Five of their clients have received the TAPE Award and four have received the prestigious Baldrige Award. Together, Jackie and Bruce have written or reviewed over 60 applications. Jackie and Bruce have both served several years as Baldrige examiners and as TAPE examiners, trainers and Judges, and most recently as a Judge for the Army Performance Excellence Award Program.

Cost: Standard cost are established for courses offered outside of the Dallas Ft. Worth area and for inside the DFW area. Please call or email for a quote based on class size, complexity of the organization, and amount of customization.

Baldrige Overview Workshop for Organizational Leaders (AIM200BOWL)

This one-day workshop is designed for leadership to help them understand the principles included in the Baldrige model of performance excellence. Leaders participate in active learning exercises to assess organizational high-level practices to identify areas of improvement and to practice their understanding of the Core Values; those embedded beliefs and behaviors found in high-performing organizations.

About the Workshop:

This workshop is an established, effective approach to align your organization's performance management with a world-class model for success. You will walk through AIM, Inc.'s proven system for self-assessment using a paper-based workbook. Workshop sessions present the Criteria, allow you to understand how they apply to your organization, allow you to identify and capture opportunities for improvement, and provide an opportunity to share practices with others. Workshop facilitators are leading experts in the Baldrige Criteria and organizational best practices, and they know how to make this challenge fun and rewarding.

Time Commitment:

The workshop is one day of classroom work. Approximately four hours of pre-work is required to collect needed information and data to support the team's efforts.

Outcomes:

Upon completion of the workshop, attendees will have a high-level self-assessment to the Baldrige Criteria, a list of opportunities for improvement, and greater understanding of the Baldrige Criteria.

Facilitators:

Jackie and Bruce Beede are the principals of Accelerated Improvement Mentoring, Inc. (AIM, Inc.), a Baldrige mentoring firm. Beyond their wide experience with many business, education, and military organizations, they also have extensive experience in the Baldrige/TAPE Criteria for Performance Excellence. Five of their clients have received the TAPE Award and four have received the prestigious Baldrige Award. Together, Jackie and Bruce have written or reviewed over 60 applications. Jackie and Bruce have both served several years as Baldrige examiners and as TAPE examiners, trainers and Judges, and most recently as a Judge for the Army Performance Excellence Award Program.

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Systems Thinking Workshop for Organizational Leaders (AIM300ST4L)

This two-day workshop is designed for organizational leadership teams to develop their “Systems Thinking” skills by assessing their organization through the lens of a self-assessment to the Baldrige model of performance excellence. Leadership teams will participate in active learning exercises to assess their organization’s key practices to identify high-leverage areas of improvement opportunity and develop plans to address them. Through this process, leaders are guided to think about their organization as a system of interconnected linkages that, when aligned, provide greater performance.

About the Workshop:

This workshop is an established, effective approach to align your organization’s performance management with a world-class model for success. You will walk through AIM, Inc.’s proven system for self-assessment using a paper-based workbook. Workshop sessions ask predefined questions about systems, allow you to complete your responses and ask questions, allow you to identify and capture opportunities for improvement, and provide an opportunity to share practices with others. Workshop facilitators are leading experts in the Baldrige Criteria and organizational best practices, and they know how to make this challenge fun and rewarding.

Time Commitment:

The workshop is a full two days of classroom work. Approximately four hours of pre-work is required to collect needed information and data to support the team’s efforts.

Outcomes:

Upon completion of the workshop, attendees will have a high-level self-assessment to the Baldrige Criteria, a list of opportunities for improvement, and greater understanding of linkages within the system and how leaders can capitalize on high impact opportunities.

Facilitators:

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Change Management for Performance Improvement (AIM400CM)

This four- or six-hour workshop with a four- or six-hour follow-up is designed to help organizations facilitate their journey to performance improvement by understanding change and change management. Too many organizations embark on performance improvement without thought of how to get their employees to go with them, or without an understanding of the underlying foundation required to make such major changes. AIM articulates a clear model for organizations to use to plan and implement change at all levels of the organization. Participants will develop skills by practicing in active learning exercises

About the Workshop:

This workshop follows an established, effective approach to managing change effectively in organizations to ensure greater chance for success in your improvement efforts. Workshop sessions present a change management model and associated questions, and allow you to practice these skills in a learning environment. Follow-up time provides focused assistance in development of a change management plan for any specific projects that you select.

Time Commitment:

The workshop is designed to be either four or six hours depending on the size of the class and the complexity of the organization. Likewise, follow-up time is defined as four- or six- hours depending on the complexity of the project. Approximately one hour of pre-work is required to provide information to support the structuring of the class.

Outcomes:

Upon completion of the workshop, attendees will have practiced change management techniques, created a change management plan for a specific project, and identified other change management opportunities.

Facilitators:

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Jackie R. Beede

Bruce R. Beede

Quality Award Application Training (AIM500QAPP)

The AIM, Inc. process for teaching organizations how to develop applications for state/national/ internal quality award programs is comprehensive, focused, and proven successful time and time again. AIM's approach to application development is appropriate for any size or type of organization. It includes training in all stages of the award program from developing first, second, and final drafts, submitting the application, preparing for site visit, using feedback reports, and knowing what to do after the application. This training is based upon knowing and understanding the Baldrige Criteria and process, having worked with many recipients and applicants over time, and understanding how an external perspective can provide great value in understanding systems.

About the Process:

This application development process is an established, effective approach provided by AIM, Inc. training facilitators to create a written, examiner-friendly award program application to benefit from the feedback report generated at any given stage of an award program. The benefits start immediately. You respond in the language you are familiar with to translated Baldrige questions you can understand, and then AIM teaches you how to translate your responses in language and format that's easy to read for the Examiners and the Judges. A side benefit of the process is the documented areas for improvement that naturally surface when responding to such an in-depth questionnaire about your organization. These "gaps" can then be used to feed your strategic planning efforts and keep the wheels turning on this road to performance excellence.

Time Commitment:

The process begins with introductory training for the writing team for approximately 2 hours each Category. Then key participants provide written responses to a detailed questionnaire. Once AIM "grades" your first pass, they help you to create the first draft of the application. With additional in-class time, the AIM facilitator works with teams to refine responses. After additional practicum time during which participants respond to questions, the second, third, and then the final drafts are created. Expect three working drafts, one final draft, and then the final product. AIM's time commitment is generally from 300 to 400 person-hours for each application development effort they participate in. Preferred duration of training is 4 months.

Outcomes:

Upon completion of the application writing process and after the application is delivered to the program administrator, AIM will meet with the organization representatives and provide some findings based on what their seasoned, examiner-trained eyes revealed during the process. These findings are generally 75 - 80% in line with the formal feedback report from the award program.

Facilitators:

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Interpreting and Using External Assessment Inputs (AIM600EXTA)

This six-hour workshop plus active learning practicum are designed for organizational leadership teams to learn how to incorporate external assessment input into their organizational systems. Leaders are taught to recognize key words and messages to identify the areas of their systems according to the Baldrige model of performance excellence. Leadership teams participate in active learning exercises to learn how to create a plan for action based upon assessment inputs in order to capitalize on high-leverage areas of improvement opportunity. Through this process, leaders are guided to identify and connect the linkages in their systems for greater performance impact.

About the Workshop:

This workshop is an established, effective approach to align your organization's performance improvement within the world-class model for organizational success – the Baldrige criteria. Workshop sessions present a method for analysis and integration of feedback using an expanded table. The workshop provides a forum for exploring the critique and the intent of examiner's comments and allows you to ask questions in real time concerning how to best address issues. Workshop facilitators are leading experts in the Baldrige Criteria and organizational best practices, and they know how to make this challenge fun and rewarding. The prerequisite for this workshop is that your organization has applied for a major quality award and has received their feedback report.

Time Commitment:

The workshop is six hours of classroom work with approximately three hours of additional work outside the classroom for each participant. A total of seven hours post-course mentoring is provided in applying feedback to the organization

Outcomes:

Upon completion of the workshop, attendees will have an understanding of the major themes of an assessment feedback report, a list of opportunities for improvement, and action plans to address high priority areas. The leadership will have also developed greater understanding of the organizational system and the connections between functions.

Facilitators:

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Strategic Planning Systems (AIM700SPS)

The AIM, Inc. system for Strategic Planning is a formal, but not cumbersome, approach appropriate for small to mid-size organizations. The approach is based upon the requirements identified within the Baldrige Award for Performance Excellence criteria and uses a Plan-Do-Check-Act orientation. The approach builds a foundation that allows an organization to design a process – a system – for planning that supports their efforts to achieve continuous improvement. This training course is considered a “Practicum” allowing the participants the opportunity to learn by doing.

About the System:

This planning system is an established, effective approach provided by AIM, Inc. facilitators to create written, measurable plans for accomplishing strategies with a built-in mechanism to regularly review progress to the plan. The system is designed to ensure that the organization’s plan is a living document that is used to run the organization. Following the training session during which the organization conducts planning, the AIM team will coach you in rolling out the strategic plan to your organization and helping you keep up with plan progress.

Time Commitment:

The system begins with a four-hour pre-learning session of all strategic planning participants to establish a schedule and responsibilities. For three- to four-weeks your team will conduct some research on environmental influences. The training/planning session itself is two full days of active learning and work session time. Following the session, participants will have approximately one-month to complete the development of action plans. At that time a final follow-up meeting is held with AIM to “balance” the plan for workload and cost.

Outcomes:

Upon completion of the training, organizations will have a Strategic Plan document or database that demonstrates the organization’s directions and future plans and which demonstrates the use of skills and knowledge gained through the course.

Facilitators:

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Jackie R. Beede

Bruce R. Beede

FOCUS PDCA (AIM800PE4U)

About the Class:

Focus PDCA is a Performance Excellence improvement method class, with a twist. The course teaches employees and leaders alike the principles of Continuous Improvement and Problem Solving along with the basic charting and analysis tools to support these principles. Unlike other TQM courses however, FOCUS PDCA has a focus on the ability to use the processes and tools quickly, in almost any situation, either alone or in a team. Training also provides a focus on the selection of measures at all levels of the organization to support performance improvement.

Basic objectives of the training include the history of performance excellence, teaming skills, “Systems Thinking,” creativity, the value of diversity, and teaching how employees “fit” into your organizational culture, mission, vision, and values. Participants learn the processes and tools of Performance Excellence by using them to solve an actual “problem” from your organization. Tools include tools for generating ideas (e.g., “5 Why”, Brainstorming), tools for selection (e.g., Multi-voting, Pairwise Ranking), and tools for analysis (e.g., Histogram, Scatter Diagram, Pareto Charts), and tools to explain (e.g., Flow Charting, Fishbone Diagram). And the course concludes with a presentation by the teams of their actual results to management from the organization.

An optional focus area can provide additional learning to employees about the Malcolm Baldrige criteria and how their jobs fit into that model. A second optional focus area provides more in-depth training for specific employees in the organization who will serve as subject matter experts in the use of the Continuous Improvement processes and Quality Tools.

FOCUS PDCA is offered in a variety of “flavors” to meet your needs. Current training exists for Manufacturing, Service, Education, and Health Care organizations. Please also see the companion course to this, which is “Systems Thinking for Leaders.”

Time Commitment:

The training is conducted over 2½ - 3 days, depending on your needs. Pre-work with an organization representative is used to identify problems for the participants to work on and to identify data that can be used to learn the tools. A short “check-up” session can be conducted approximately two months following the training.

Facilitators:

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Jackie R. Beede

Bruce R. Beede

Measurement Systems (AIM900MS)

About the Class:

Measurement Systems is designed to instruct groups in the types of measurement systems in a high performance organization and how best to select both operational and strategic measurement systems. Drawing from many of the concepts in Focus PDCA, the course teaches employees and leaders alike the importance of measures, the signs of a good measurement system, and approaches to design and implement systems.

Basic objectives of the training include the difference between operational and strategic measures, the difference between information and data, the difference between leading and lagging indicators, and the methods of aggregating information for decision making.

Time Commitment:

The training is conducted over a full day. Pre-work with an organization representative is used to create information on which the participants will work.

Facilitators:

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Jackie R. Beede

Bruce R. Beede

Quality Tools (SPC) (AIM1000QT)

About the Class:

Quality Tools is designed to instruct groups in the use of problem solving tools and graphic representation of data. Participants are taught the value of these tools and the proper use of each tool. Basic objectives of the training include learning to use tools for generating ideas (e.g., “5 Why”, Brainstorming), tools for selection (e.g., Multi-voting, Pairwise Ranking), and tools for analysis (e.g., Histogram, Scatter Diagram, Pareto Charts), and tools to explain (e.g., Flow Charting, Fishbone Diagram).

Time Commitment:

The training is conducted over a full day. Pre-work with an organization representative is used to create information for the participants to work on.

Facilitators:

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Jackie R. Beede

Bruce R. Beede

Customer Service through Enhanced Systems (AIM1100CS)

About the Class:

Customer Service through Enhanced Systems is designed to instruct groups in learning how to define customer needs and provide service to those needs. As participants understand the systems view of their organization, they are better able to understand how to provide excellent customer service and enhance satisfaction. Participants are also introduced to simple problem solving techniques that help them identify problems and resolve them quickly. At the conclusion of the class, participants will have completed a systems diagram, customer requirements, and methods of providing service to those requirements.

Time Commitment:

The training is conducted over a full day. Pre-work with an organization representative is used to create information for the participants to work on.

Facilitators:

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Work System Development & Team Building (AIM1200WSD)

About the Class:

Work System Development and Team Building is primarily designed to instruct groups in learning how to define their work systems and the supporting foundation to that structure. The true value of the course has proven many times to be the team building, honest discussion, building of anchors for the team, and establishment of “norms”, which help teams quickly become more high-performing. As participants understand the systems view of their organization, they are better able to understand how to enhance their performance and their relationship with their co-workers. Participants are also introduced to simple problem solving techniques that help them identify problems and resolve them quickly. At the conclusion of the class participants will have completed a systems diagram, customer and operational requirements, Mission, and required improvements to their systems.

Time Commitment:

The training is conducted over a two-day time frame for approximately 12 hours. Pre-work with an organization representative is used to create information for the participants to work on.

Facilitators:

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Bruce R. Beede

Special Project Training (by request)
(AIM1300SPT)

About the Class:

We receive requests very often to teach a class about Something special. As this need arises, and as it pertains to the performance excellence field, we will be happy to accommodate your needs. These courses are designed and built on a quote basis – please call for a free quote.

Additional costs may be incurred for development of an entirely new course. Call to ask for a quote. Prices may be negotiable for much smaller or larger groups.