

**We appreciate your interest** in applying to serve as a member of the **New Mexico Quality Awards (NMQA) Board of Examiners**. This program can be a powerful learning experience and a valuable professional development step for any individual. **Benefits include:**

- Extensive insight into a framework for implementing and assessing processes and systems that can be used to help your organization improve its performance
- Opportunity to learn first hand innovative approaches utilized by leading New Mexico organizations
- Opportunity to work as part of a diverse team with representatives of organizations from all sectors of the New Mexico economy
- Development of assessment and analytic skills
- Networking opportunities with peers to enhance personal growth

Serving as an Examiner is a volunteer position and requires a significant amount of time, effort, and dedication. To make the process as convenient and educational as possible, you may draw upon the web-based resources of Quality New Mexico and the Baldrige National Quality Program. You are encouraged to contact QNM for additional information or clarification.

*In this document, the term 'Applicant' refers to an organization that is submitting an NMQA application. Persons requesting to serve on the Board of Examiners are called 'potential examiners'.*

## **Overview**

Quality New Mexico (QNM) administers the New Mexico Quality Awards (NMQA) in accordance with Executive Order 94-20. The NMQA recognizes New Mexico's business, government, education, health care and non-profit organizations for their *commitment, progress, or achievement in Performance Excellence*. The NMQA are modeled after the Malcolm Baldrige National Quality Award (MBNQA) program including using the same *Baldrige Criteria for Performance Excellence*.

Each year, individuals from around the state, including professionals, graduate students, the self-employed and retired, give their time generously and enthusiastically to serve the NMQA as members of the Board of Examiners. Examiners bring knowledge of the Baldrige Criteria; experience with quality systems; and communication, leadership, and assessment skills to the examination process.

Members of the Board of Examiners will receive public recognition at the QNM Conference and on our website, as well as a letter from the Governor of New Mexico and a letter of thanks to the Examiner's immediate supervisor, upon request.

## **Examiner Application & Notification**

Individuals interested in serving on the NMQA Board of Examiners are required to submit an application each year that they want to serve. To apply, read this entire packet, including the *Ethical Standards Policy* and *Conflict of Interest Agreement*.

- Complete the application form, sign, and return all required sections.
  - Returning NMQA Examiners complete Section One.
  - New NMQA Examiners complete both Section One and Section Two.
  - ***Applications to serve on the 2010 Board of Examiners must be received in the QNM office no later than May 28, 2010 for Cycle I and no later than July 30, 2010 for Cycle II. [Note that if you wait until either of the Cycle deadlines to submit your application, you may not be able to attend one of the early Examiner trainings for that Cycle because of the pre-work that is required prior to attending the training.]***
- ◆ Examiners will receive confirmation of selection to the Board of Examiners and training dates via email.

◆ Examiners will participate in both Web-based training and hands-on training in order to be certified to serve, and will receive instructions and additional information via e-mail unless otherwise requested.

◆ Examination packets, which include the Application to be reviewed and Team information, will be delivered via e-mail (unless applicant requests otherwise) in late July for Cycle I and in late October for Cycle II.

## Examiner Requirements

All Examiners are required to have a basic understanding of the MBNQA *Criteria for Performance Excellence* prior to attending Examiner Training. Examiners can satisfy this requirement by one of the following:

1. Previous experience as a state or national Examiner -or-
2. Previous experience with the Criteria or other quality management approaches/systems

## Selection Factors

Individual Examiners are selected to serve on the Board of Examiners based on the candidate's knowledge, experience, and skills. Eligibility does not guarantee placement on the Board of Examiners.

No prospective candidates shall be denied consideration of appointment to the Board of Examiners on the grounds of race, creed, color, national origin, age, sex, or disability.

After completing training (both Web-based and hands-on) and appointment to the Board, Examiners will be assigned to Teams to complete the Examination Process. Examination Teams are assembled by the New Mexico Quality Awards Director. A variety of backgrounds and experience levels are found on Examination Teams. Individual placements are based on factors including:

- Preparation and performance in training activities
- Interpersonal skills and the ability to work effectively as a member of a team
- Region of New Mexico where you are located
- Sector knowledge - effort is made to minimize disproportionate involvement by one sector or employees from a single organization on a Team
- Number of NMQA Applicants
- Consideration of the potential Examiner's possible conflict of interest; desire to examine applications from a certain sector, or at a different application level

## Examiner Training

If you are **returning** Examiner, then you are required to:

1. Successfully complete a Web-based Examiner training module (**Note: This is a substitute to what we used to refer to as "pre-work"**) as a pre-requisite for step 2.
2. Attend a one-day "All-Hands" Examiner training session.

If you are a **new** Examiner, then you are required to:

1. Successfully complete a New Examiner Orientation Web-based module as a pre-requisite for step 2.
2. Attend a one-day New Examiner Orientation.
3. Successfully complete a Web-based Examiner training module (**Note: Steps 1 & 3 are substitutes to what we used to refer to as "pre-work"**) as a pre-requisite to step 4.
4. Attend a one-day "All-Hands" Examiner training session (with returning Examiners). **[Note: You have a choice as to which "All-Hands" Examiner training session that you attend. For each scheduled New Examiner Orientation, there is an "All-Hands" Examiner training scheduled four weeks later in the same location and with the same session number. This is so that you would have sufficient time to complete the Web-based component of your training between your New Examiner Orientation session and your "All-Hands" Examiner training session. If you, however, choose an Examiner training session that has a different session number than your New Examiner Orientation, we do recommend that you leave yourself at least four weeks between the two sessions.]**

Whether you are a new or returning Examiner, if you are planning to serve as an Examiner for Cycle I, you are required to take Examiner Training in June or July. If you are planning to serve as an Examiner for Cycle II, you can take any of the Examiner Trainings. *If you attend an early session and are planning on serving during Cycle II, we will provide you with a Web-based training refresher.*

Specialized coaching for Team Leaders, Team Editors, Senior Examiners, and all other new and returning Examiners is provided primarily through Web-based modules designed for each team role.

Technical Editors (see P. 10 for description) are required to take a separate web-based training.

## **Examination Process**

Teams are composed of a Team Leader, Team Editor, and three to six additional Team members. Ideally, at least one individual would be a Senior Examiner. (See Examination Team role descriptions, Application Form, page 10). If a team does not have a Leader, Editor, or Senior Examiner, QNM will provide assistance to the Team.

Each Team member (regardless of experience level) must read the entire Application and fully participate in complete Application review, scoring, and Feedback Report comment writing. Additionally, Team members are appointed to serve as Category Champions by the Team Leader. All Team members are expected to complete assignments and meet program deadlines.

The Team meets (or communicates by email and/or Web-based teleconference) several times to develop consensus for scoring and comment writing. Applications, supporting documentation, and communications are to be held strictly confidential at all times. The Applicant or its suppliers, etc. are never to be mentioned by name in an email.

The Team prepares a consensus Feedback Report, the product provided to Applicants. The Feedback Report is reviewed by Technical Editors to ensure the comments are within the criteria. Reports are also reviewed by the Panel of Judges.

At the discretion of the Panel of Judges, the applicant may be selected for a Site Visit, at which time the Team will attend Site Visit training.

The Applicant is entitled to request a Post-Examination Meeting with the Team to clarify comments.

**Time:** Members of the Board of Examiners serve on a volunteer basis. It requires a significant time commitment (approximately 70-100 hours) from June through November for Cycle I or from September through February for Cycle II. This includes time spent for:

1. Examiner training (both Web-based and hands-on)
2. Individual examination of Application
3. Team Meetings
4. Category Champion work
5. Feedback Report comment writing & editing

6. Judges call for clarification
7. Possible Site Visit, Site Visit training, preparation and reports
8. Possible post-examination meeting with Applicant

**Adherence to Award Processes:** Examiners are expected to meet all requirements associated with a fair, competent, and confidential evaluation including use of the *Criteria for Performance Excellence*, scoring system, and Site Visit requirements. Good documentation and written communication are essential components of the overall review process.

**Travel:** Normally, little travel is involved in the Examination Process. However, occasionally a Team must be formed with Examiners from different geographical locations.

Teams may use email, teleconferencing, and web-meetings to meet the consensus requirement if Team Members are not able to meet in person.

In addition, a small number of Examiner Teams may be called upon by the Panel of Judges to conduct Site Visits with Applicants. Site Visits typically are two to three days in duration.

**Costs and Reimbursements:** Quality New Mexico is a non-profit organization and funding is limited. QNM receives no direct federal or state funding for the Awards program. Travel costs to and from training locations and Team meetings are not reimbursable. QNM will reimburse Examiners for Site Visit expenses as outlined at site visit training.

Quality New Mexico provides Examiner Training at a nominal fee (to cover food costs) and provides all of the materials necessary to carry out the Examination process at no cost, provided that the individual fulfills all duties required of the Examiner.

There is a one-time fee of \$120 for New Examiners for the New Examiner Orientation. In the event that the potential Examiner is not selected for the 2010 NMQA Board of Examiners, the \$120 fee will be refunded.

New Examiner Orientation includes review of the Baldrige Criteria and the NMQA Examination Process, plus practice exercises that will prepare New Examiners for application review.

Second Year Examiners, or Examiners with a break in service of one or more years, may refresh their knowledge and skills by enrolling in the New Examiner Orientation session at no charge.

**Cancellation Fees:** A cancellation fee of \$120 will be assessed for those who do not notify QNM at least three days prior to their scheduled training.

Examiners who receive Examiner training, yet fail to complete their examination duties, may, at the discretion of QNM, be assessed a \$400.00 training fee.

**Support:** Examiners are encouraged to obtain the support of their employers to allow for sufficient time to complete the Examination Process.

### **Ethical Standards Policy and Confidentiality Agreement**

Examiners are expected to carry out their duties and responsibilities in the New Mexico Quality Awards program in accordance with the *Ethical Standards Policy* and *Confidentiality Agreement* (see pages 7-8).

Those selected to serve on the Board of Examiners must provide information regarding conflicts of interest. Disclosure includes employment history, client relationships, or any significant ownership in an Applicant organization. Such information will be used for the purpose of Team assignments and will otherwise be kept confidential.

It is required that all Examiners read, understand, and comply with the *Ethical Standards Policy* and the *Confidentiality Agreement*. Examiners are to keep these documents with their personal records. It does not need to be returned to Quality New Mexico.

The Examiner's signature on the application indicates compliance with the principles stated in the *Ethical Standards Policy* and the *Confidentiality Agreement*. (See Application Form, page 12)

**Examiners are required to notify QNM of a Conflict of Interest within 72 hours of assignment to an Examination Team.**

Activity	Cycle I	Cycle II
Examiner Application Form Due	May 28	July 30
2010 NMQA Intent to Apply & Eligibility Form Due (for both cycles)	June 4	
New Examiner Orientation (session 1) – Albuquerque	June 1	June 1
New Examiner Orientation (session 2) – Farmington	June 3	June 3
New Examiner Orientation (session 3) – Albuquerque	June 8	June 8
New Examiner Orientation (session 4) – Silver City	June 10	June 10
New Examiner Orientation (session 5) – Santa Fe	June 15	June 15
New Examiner Orientation (session 6) – Roswell or Carlsbad	June 17	June 17
New Examiner Orientation (session 7) – Albuquerque	June 22	June 22
New Examiner Orientation (session 8) – Las Cruces	June 24	June 24
New Examiner Orientation (session 9) – Albuquerque <b>(Cycle II Only!)</b>		August 5
New Examiner Orientation (session 10) – Albuquerque <b>(Cycle II Only!)</b>		August 31
New Examiner Orientation (session 11) – Albuquerque <b>(Cycle II Only!)</b>		September 21
“All-Hands” Examiner Training (session 1) – Albuquerque	June 29	June 29
“All-Hands” Examiner Training (session 2) – Farmington	July 1	July 1
“All-Hands” Examiner Training (session 3) – Albuquerque	July 7	July 7
“All-Hands” Examiner Training (session 4) – Silver City	July 8	July 8
“All-Hands” Examiner Training (session 5) – Santa Fe	July 13	July 13
“All-Hands” Examiner Training (session 6) – Roswell or Carlsbad	July 15	July 15
“All-Hands” Examiner Training (session 7) – Albuquerque	July 20	July 20
“All-Hands” Examiner Training (session 8) – Las Cruces	July 22	July 22
“All-Hands” Examiner Training (session 9) – Albuquerque <b>(Cycle II Only!)</b>		September 2
“All-Hands” Examiner Training (session 10) – Albuquerque <b>(Cycle II Only!)</b>		September 28
“All-Hands” Examiner Training (session 11) – Albuquerque <b>(Cycle II Only!)</b>		October 19
2009 NMQA Application Due	July 23	October 22
Examiner Team Assignment Notification Period	July 26-28	October 25-27

Examiners Must Report Conflicts with Team Assignment – NLT	August 4	November 3
Examiner Teams Finalized – NLT	August 5	November 4
Examiner Team Preliminary Feedback Report and Scoring – Due NLT	September 24	January 7
Feedback Report Technical Editing – Due NLT	October 15	January 28
Examiner Teams Finalize Feedback Reports – Due NLT	November 5	February 18
Examiner Team Site Visit Period	October 11 – October 29	January 24 – February 11
2009 NMQA Applicant Notification Period ( <i>for both cycles</i> )	November 11-12	February 24-25
2009 NMQA Feedback Report Mailed to Applicants – NLT	December 3	March 18
2009 NMQA Applicant Post Examination Meeting – Request Due NLT	January 7	April 15



## 2010 NMQA

### **Ethical Standards Policy and Confidentiality Agreement – Keep this policy for your records. Your signature on the Board of Examiners Application Form indicates that you have read, understand, and agree to uphold the principles of ethical behavior as set forth in the Ethical Standards Policy.**

#### **Highest Standards**

Quality New Mexico exists to motivate, educate, and congratulate New Mexico's organizations and businesses for their achievements in performance excellence. Our success and sustainability as an organization is directly related to how we conduct our business and our individual actions each day. It should be understood by all that are governed under this policy that unethical behavior which brings adverse scrutiny or embarrassment to this organization cannot be tolerated and will be addressed in a fair, corrective, and decisive manner. Holding our organization, and those with whom we associate and partner, to the highest standards of ethics and integrity demonstrates to New Mexico businesses and organizations that we are worthy advocates of performance excellence.

This policy is to guide the conduct of all individuals acting in any capacity for and on behalf of Quality New Mexico (QNM) and the New Mexico Quality Awards (NMQA). The policy serves to inform applicants, employees, consultants, volunteers, other partners, and the general public that all actions and decisions associated with administering the NMQA will meet the test of integrity and ethical behavior. These standards serve to assure applicants and the public, that the awards process is conducted in a fair and unbiased manner, without conflict of interest or desire for personal gain on the part of any person serving in an administrative, judging, or examining capacity for the awards.

Violations of this policy will result in administrative action, up to and including the removal of any position and/or association with QNM.

#### **Declaration of Principles**

These standards shall govern all individuals acting in any capacity for, and on behalf of, QNM and the NMQA, and each:

1. Shall conduct themselves professionally, with truth, accuracy, fairness, respect, and responsibility to the public and in a manner that does not negatively impact or damage the perception or reputation of Quality New Mexico;
2. Shall not represent conflicting or competing interests, nor place them in such a position where their interests may be in conflict, or in perceived conflict, with the purposes and administration of the NMQA by QNM;

#### **Principle Two Clarification**

- a. Conflicting interest will be considered present when a Judge, Technical Editor, or Examiner (including QNM staff and members of the QNM Board of Directors who happen to be serving in one or more of these roles) or any member of his/her immediate family holds a direct interest in an organization, which has submitted an application in the NMQA process, or of a "parent" organization, which has an organizational unit that has applied. Direct interest is defined as employment (including any consulting arrangement that may be in effect), direct ownership of stock or bonds, or partner interest in the organization. This does not require Examiners, Technical Editors, or Judges to attempt to ascertain whether there may be hidden indirect holdings through third party mutual funds or in trusts over which the Judge, Technical Editor, or Examiner has no control.
  - b. Conflicting interest will be considered present when a Judge, Technical Editor, or Examiner or any member of his/her immediate family either personally, or by virtue of employment or board membership, makes significant contributions, or decisions about making significant contributions, to any organization which has applied for the awards. Significant contributions may include money, "in-kind" expertise, or time.
  - c. Judges, Technical Editors, and Examiners will refrain from participating in the evaluation, scoring, or selection of an applicant organization when a direct financial or personal relationship exists outside of that organization with an officer, senior manager, administrator, or director of the organization. If, for instance, an Examiner, Judge, or Technical Editor is engaged in a business venture, partnership, or other business relationship with an officer, director, senior administrator, or policy-level manager of an NMQA applicant, they should not participate in evaluation of that organization's NMQA application.
  - d. Judges, Examiners, and Technical Editors will refrain from participating in the evaluation or judging of a primary competitor of any organization, division or business unit of which he/she is employed or with which a consulting arrangement is in effect.
3. Shall not direct the processes, efforts, and actions of the administration by QNM of the NMQA to serve their own interests. Inclusive in this principle, is the stipulation that no members of the QNM staff or Board of Directors,

NMQA Team, Board of Examiners, Technical Editors, or Panel of Judges shall accept retainers, commissions, or valuable consideration from past or present awards applicants or interested parties in exchange for offering confidential information or disclosures which may in any way influence the awards integrity or process, either currently or in the future;

4. Shall not intentionally communicate any information that may compromise the integrity or confidentiality of the awards process or its outcome;
5. Shall safeguard the confidences of all parties involved in the judging or examination processes of present or former applicants;

Principle Five Clarification

- a. No member of the QNM staff or Board of Directors, NMQA Team, Board of Examiners, Technical Editors, or Panel of Judges will release or disclose to any third party the name(s) of any firms submitting an application to the NMQA Program. Some companies may authorize such release; that release may be done by the staff of Quality New Mexico. No participant in the NMQA process will release or use the name(s) of applicants except as permitted by the applicants.
  - b. No Examiner, Technical Editor, or Judge will at any time disclose to any person not directly involved as a member of the examination team evaluating a specific applicant any information concerning the scoring or judging process of a specific applicant organization, either current or past. The only exceptions will be: 1) the panel of Judges; 2) the New Mexico Quality Awards Director; and 3) the Policy Implementation Team for ethics consideration.
  - c. No person who has served as an Examiner, Technical Editor, or Judge of a specific applicant organization may use their knowledge of that organization through the NMQA process to solicit that organization for employment or contracts until the commencement of the second calendar year following the awards cycle in which he/she served. (Example: for the 2010 award cycle, Examiners, Technical Editors, and Judges would be precluded from soliciting employment or contracts until January 1, 2012.)
  - d. No person involved in the NMQA process will, as part of their professional credentials, indicate that they have served as an Examiner, Technical Editor, or Judge for a specific applicant for the awards. The fact that they have served as a "member of the staff, or as a Judge, Technical Editor, or Examiner" for the NMQA may be used as long as specific applicants are not mentioned.
6. Shall act as ambassadors for Quality New Mexico and the New Mexico Quality Awards Program;

Principle Six Clarification

- a. Participants shall not intentionally communicate false, misleading, or damaging information that may compromise the integrity of the New Mexico Quality Awards or Quality New Mexico;
- b. Shall encourage submission of Examiner applications and recognition/award applications;
- c. Shall resolve conflicts regarding the New Mexico Quality Awards Program, Quality New Mexico, or any person acting on behalf of or for Quality New Mexico, and
- d. Shall promote in all activities, an atmosphere focused on overall performance improvement rather than on winning an award.

Furthermore, it is pledged that each participant in the New Mexico Quality Awards process, acting on behalf of Quality New Mexico, shall endeavor to aid the professional development and advancement of the New Mexico Quality Awards in stimulating New Mexico organizations to improve their quality, productivity, and organizational results through the use of quality principles embedded in the Baldrige Criteria.

**Implementation of Ethical Standards Policy**

The Policy Implementation Team is comprised of the Quality New Mexico Chair of the Board, the Quality New Mexico President/CEO, the New Mexico Quality Awards Director, and the Quality New Mexico Chief Operating Officer. The Team shall be responsible for implementing and executing this policy. Furthermore, the Team shall also be responsible for determining administrative actions, when deemed appropriate, in the event of noncompliance or infractions by individuals acting in any capacity for and on behalf of Quality New Mexico.

I, \_\_\_\_\_ (*please print name*), hereby pledge to uphold the principles of ethical behavior as set forth in this Ethical Standards Policy.

Signature

Date



**2010 NMQA Board of Examiners  
Application Form**

**PLEASE** complete **ALL** fields legibly. Use plain, **BLOCK** letters and numbers. Ensure that information is **ACCURATE** and **COMPLETE**. Include all pertinent information: full legal names, official titles, apartment or suite number, PO or mail stop number, zip code. Contact information must be valid for June '10 - January '11. Contact QNM to update. **THANK YOU.**

**SECTION ONE – Required for all Examiners**

LAST NAME	(circle) Mr. Ms. Mrs. Dr.	(last)	ARE YOU A U.S. CITIZEN? (circle) Yes No
FIRST NAME	(first)	MID. INTIAL _____	PREFERRED NAME:
CURRENT EMPLOYER or ORGANIZATION			(circle) BUSINESS EDUCATION GOVERNMENT HEALTH CARE NON-PROFIT
PREFERRED MAILING ADDRESS, CITY, STATE, ZIP			
FEDX / UPS DELIVERY PHYSICAL ADDRESS, CITY, STATE, ZIP	( 8 am-5 pm, M-F )		
PRIMARY PHONE NUMBER	SECONDARY PHONE NUMBER		
FAX NUMBER			
PRIMARY E-MAIL ADDRESS	SECONDARY E-MAIL (optional):		
CURRENT JOB TITLE or POSITION			
HIGHEST LEVEL EDUCATION COMPLETED	(circle) HIGH SCHOOL ASSOCIATE BACHELOR MASTER DOCTOR		
PREFERRED SECTOR FOR EXAMINING	(rank) BUSINESS _____ EDUCATION _____ GOVERNMENT _____ HEALTH CARE _____ NON-PROFIT _____		
PREVIOUSLY SERVED AS NMQA EXAMINER?	(circle) YES NO (if yes, circle all years NMQA Examiner) 93 94 95 96 97 98 99 00 01 02 03 04 05 06 07 08 09		
NATIONAL BALDRIGE EXAMINER (OR OTHER STATE EXAMINER)?	(circle) YES NO IF YES, HOW MANY YEARS? _____		
EXAMINER EXPERIENCE	Total number of years Examiner experience _____ Previous NMQA Team Leader? (circle) Yes / No Previous NMQA Team Editor? (circle) Yes / No		
EXAMINER PREFERENCES	(circle) Cycle I Cycle II Either Cycle I or II Both Cycle I and II (circle) Piñon* Roadrunner Zia Any Training only (not planning on serving as a 2010 Examiner)		

**Note: Applicants at the Piñon (commitment) level do not address the full Baldrige Criteria. Instead, they use the “Piñon” Criteria, which are developed by the NMQA Program and are designed to align with the Baldrige Criteria but at a less detailed level. Both the Roadrunner-level and Zia-level applications address the full Baldrige Criteria but with different page limits.**

2009 NMQA Board of Examiners Application Form

SECTION ONE Continued – Required for all Examiners NAME \_\_\_\_\_

(PLEASE PRINT)

READ the description carefully and choose the option(s) that best fits your level of experience and commitment to the team process. PLEASE CIRCLE the role(s) you are willing to perform as an NMQA Examiner and/or Technical Editor.

<p><b>NEW EXAMINER</b> New NMQA Examiners must complete Section Two of this application form</p>	<p>New Examiners <b>are required</b> to attend <i>New Examiner Orientation</i> prior to attending one of the one-day Examiner Training Sessions that is required for all NMQA Examiners. This includes MBNQA or other state quality examiners new to the NMQA process. New Examiners are expected to complete all of the duties and obligations of the Examination Process, to meet assignment deadlines, and inform the team leader of conflicts in a timely manner. If you are also interested in serving as a Team Leader or Team Editor, please circle that appropriate option as well. Web-based training will complement both the New Examiner Orientation and Examiner Training, and will serve as pre-requisites for attendance at the two hands-on sessions. <b>Note:</b> We recommend that the Examiner Training that you select occur no sooner than four weeks after you have completed the New Examiner Orientation so that you have sufficient time to complete the second Web-based training module.</p>
<p><b>JUNIOR EXAMINER</b> Second and Third year as NMQA Examiners</p>	<p>Junior Examiners <b>are required</b> to attend one-day Examiner Training required for all NMQA examiners, and may refresh their knowledge of the Examination Process by enrolling in the one-day New Examiner Orientation. Junior Examiners who enroll in the New Examiner Orientation class will not be assessed the \$120 training fee. If you are also interested in serving as a Team Leader or Team Editor, please circle that appropriate option as well. Web-based training will complement Examiner Training and will serve as a pre-requisite for attendance. <b>Note:</b> If you have completed 3 or more years as an NMQA Examiner, you are automatically referred to as a <b>Senior Examiner</b>.</p>
<p><b>SENIOR EXAMINER</b> Fourth or higher year as NMQA Examiners</p>	<p>Senior Examiners <b>are required</b> to attend one-day Examiner Training required for all NMQA Examiners. Examiners who elect this option typically coach New Examiners and are expected to share their experience through a mentorship role on the Team. Mentors use Baldrige guidelines and case study research to help the team make decisions, i.e. reach consensus, and avoid prescriptive or vague language. If you are also interested in serving as a Team Leader or Team Editor, please circle that appropriate option as well. Web-based training will complement Examiner Training and will serve as a pre-requisite for attendance. Also, Web-based guidance modules will be made available to Senior Examiners. <b>Note:</b> Experienced MBNQA or other state quality examiners but that are new to the NMQA process are <b>New Examiners</b> and must attend the <i>New Examiner Orientation</i>.</p>
<p><b>TEAM EDITOR</b> Recommended for Examiners with 2 or more years experience and a good understanding of the Baldrige Criteria and feedback report comment-writing</p>	<p>Team Editors <b>are required</b> to attend one-day Examiner Training required for all NMQA Examiners. Examiners who elect this option are expected to work closely with the Team Leader. Besides carrying out all of the duties of an Examination Team Member, Team Editors are also responsible for editing Feedback Report comments (strengths and opportunities for improvement) based on team consensus and the criteria guidelines. Team Editors are expected to help prepare a well-written Feedback Report. Web-based training will complement Examiner Training and will serve as a pre-requisite for attendance. Also, Web-based guidance modules will be made available to Team Editors. Senior Examiners and Junior Examiners with editing skills are recommended to select this option.</p>
<p><b>TEAM LEADER</b> Recommended for Examiners with 2 or more years experience and the ability to effectively lead a team, resolve issues and meet all milestones</p>	<p>Team Leaders <b>are required</b> to attend one-day Examiner Training required for all NMQA Examiners. Team Leaders must have a thorough understanding of the Examination Process. Examiners who elect this option serve as the Team manager. Besides carrying out all of the duties of an Examination Team Member, Team Leaders are also expected to keep the team on track and are responsible for all team deliverables. Team Leaders make team assignments, are able to meet deadlines, and resolve conflict. Web-based training will complement Examiner Training and will serve as a pre-requisite for attendance. Also, Web-based guidance modules will be made available to Team Leaders. Senior Examiners and Junior Examiners with leadership and/or management skills are recommended to select this option.</p>
<p><b>TECHNICAL EDITOR</b> Recommended for experienced Examiners with a thorough understanding of the Baldrige Criteria</p>	<p>Technical Editors <b>are required</b> to complete the Web-based Technical Editor Training course. They also can complete the Web-based Team Editor course for additional guidance. Experienced Examiners may elect to serve on an Examination Team as well as participate as a Technical Editor. Technical Editors <u>not</u> participating as an Examiner <b>may</b> attend the one-day <i>Examiner Training</i> session. Technical Editors review Reports to ensure comments are within the criteria, non-prescriptive and non-judgmental. Technical Editors must be committed to editing for a superior product with the Applicant in mind. <i>For Technical Editors Only: Do you also intend to serve on an Examination team? (circle) Yes No</i></p>

**CIRCLE** the Examiner Training session and location of your choice. **NOTE for New Examiners only:** *New Examiners need to circle both a date for New Examiner Orientation and a date for Examiner Training. They may have the same session number, but that is not required. We do recommend that the Examiner Training session that you choose not occur sooner than four weeks after your participation in the New Examiner Orientation.* Junior Examiners may also enroll in a New Examiner Orientation as a refresher. There is a one-time, \$120 fee for New Examiners only. Returning Examiners (both Junior and Senior) are required to pay \$20 to cover food costs. **NOTE:** Training sessions in August, September, and October are for Cycle II only.

New Examiner Orientation	"All-Hands" Examiner Training	
JUNE 1	JUNE 29	SESSION 1 - ALBUQUERQUE
JUNE 3	JULY 1	SESSION 2 - FARMINGTON
JUNE 8	JULY 7	SESSION 3 - ALBUQUERQUE
JUNE 10	JULY 8	SESSION 4 – SILVER CITY
JUNE 15	JULY 13	SESSION 5 – SANTA FE
JUNE 17	JULY 15	SESSION 6 – ROSWELL or CARLSBAD
JUNE 22	JULY 20	SESSION 7 - ALBUQUERQUE
JUNE 24	JULY 22	SESSION 8 – LAS CRUCES
AUG. 5	SEPT. 2	SESSION 9 - ALBUQUERQUE
AUG. 31	SEPT. 28	SESSION 10 - ALBUQUERQUE
SEPT. 21	OCT. 19	SESSION 11 - ALBUQUERQUE

2010 NMQA Board of Examiners Application Form

SECTION ONE Continued – Required for all Examiners NAME \_\_\_\_\_

(PLEASE PRINT)

**PERSONAL STATEMENT:**

Describe your motivation and interest for applying to be a member of the NMQA Board of Examiners. Indicate your ability / willingness to fulfill the time commitments required by the Examination Process.

**CERTIFICATION:** By signing below, I attest to the accuracy of the information on this application and that I have read, understand, and will comply with the **New Mexico Quality Awards Ethical Standards Policy and Confidentiality Agreement**. I will notify the New Mexico Quality Awards Director immediately, during any part or phase of the examination process, of any relationship, contact, involvement, or situation that may involve, or appear to involve, a conflict of interest or violation of the **Ethical Standards Policy or Confidentiality Agreement**. I agree that I understand and will comply with the pre-work, training, time-availability, and travel commitments. I further agree that, if I fail to notify QNM at least three days before scheduled training of cancellation or withdrawal from the Board of Examiners, I will be assessed a fee of \$120, and if I do not fully participate in the examination process and complete the duties thereof, I may (at the discretion of QNM) be assessed a \$400.00 training fee.

**SIGNATURE (REQUIRED):**

Your Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Signature (if applicable) \_\_\_\_\_ Date \_\_\_\_\_

Are You and/or Your Organization a Member of QNM? **Yes No** 2010 Applicant to NM Quality Awards? **Yes No**

If you are a New Examiner, please enclose \$120 fee (\$100 for New Examiner Orientation and \$20 for Examiner Training).

If you are a Returning Examiner, please enclose \$20 fee for Examiner Training.

1) Credit card (including 3-digit security code for Visa or MC):  Visa  MC  AmEx Card  
# \_\_\_\_\_ Exp. Date \_\_\_\_\_

2) \_\_\_\_\_ Check (enclosed) made payable to Quality New Mexico 3) \_\_\_\_\_ Purchase Order # \_\_\_\_\_

**Return pages 9, 10, 11, 12 (and 13 for New Examiners) of this application.**

**Do not send the instruction pages, Ethical Standards Policy or Confidentiality Agreement – keep with your records.**

**MAIL TO: Director, New Mexico Quality Awards  
Quality New Mexico  
P.O. Box 25005  
Albuquerque, NM 87125  
Tel. 505.944.2001 Fax 505.944.2002**

**NEW EXAMINERS MUST COMPLETE SECTION TWO THAT FOLLOWS**

2010 NMQA Board of Examiners Application Form

SECTION TWO – Required for New Examiners NAME \_\_\_\_\_

(PLEASE PRINT)

**New Examiners:** Please return this page with your application to Quality New Mexico. Thank you for taking the time to read, complete and sign all sections of this document to serve on the NMQA Board of Examiners.

<p><b>KNOWLEDGE:</b> Describe your knowledge of the Baldrige Criteria for Performance Excellence; when and how it was obtained. Have you completed a Baldrige-based training program or QNM workshop?</p>	
<p><b>EXPERIENCE:</b> Describe your experience, and training in Quality, TQM, Project Management, Process Improvement, Re-Engineering, etc. that may be relevant to the duties of a NMQA Examiner.</p>	
<p><b>ASSESSMENT SKILLS:</b> Describe your experience in assessing quality systems and providing formal feedback. (Example: evaluating suppliers and/or customers, involvement in quality award programs, ISO, organizational assessments, etc.)</p>	
<p><b>PARTICIPATION:</b> Has your organization participated in the New Mexico Quality Awards Program? Describe your personal involvement in writing an application for the NMQA or other Baldrige-based award program.</p>	
<p><b>COMMUNICATION / TEAM BUILDING/ LEADERSHIP:</b> Describe related knowledge, professional experience, and/or relevant skills that would have a positive influence or contribution to the Examination Team Process</p>	