

August 16, 2021



Quality New Mexico Partners,

The last 18+ months have been difficult for all of us, including QNM. We are pleased to announce we are on a new trajectory to return QNM to the status it has long enjoyed as one of the best state performance excellence programs in the US. We want to be a dynamic partner in your journey to excellence.

I am Maureen Baca, the newly appointed Co-Chair of QNM's Board of Directors. Some of you may know me from QNM's earliest days. I was the senior manager from the Sandia National Laboratories' group that was key to QNM's formation, and a colleague of Julia Gabaldon. I have served QNM and on the National Board of Examiners for the Malcom Baldrige National Quality Award for 27 years and currently serve as a Baldrige Master Examiner. You may know me as owner of The Computing Center Inc. or more recently as the Board President of the New Mexico Philharmonic. I am delighted to join the QNM leadership team and Co-Chair Diego Gallegos, CEO YDI NM, as we work to revitalize QNM.

Over the last three months, Gail Hammer, a 30-yr NM Quality Practitioner and long-time supporter of QNM, has been actively leading the "QNM Coalition" to revive and rebuild QNM. We already have several very exciting developments to share with you.

- We are building on *New Mexico Excellence in Learning*, <https://www.qualitynewmexico.org/new-mexico-excellence-in-learning>, our multi-year effort to promote systems-based continuous improvement in education, to launch a concerted effort on engaging new school superintendents. Our focus is on the benefits of using the Baldrige framework and initiating a quality journey through the Adobe Assessment process, including significant results from two Adobe recognition recipients, Farmington Municipal Schools and Northern New Mexico College. The LANL Foundation has expressed interest in supporting this initiative.
- Gail and I are leading the effort to offer a suite of courses on Baldrige and New Mexico's Performance Excellence Awards, as QNM did successfully for more than 25 years.
- New Partnership Plans are being offered, where you decide the best plan for your organization.
- Corporate partners, including the national laboratories, State legislators, and Cabinet secretaries have voiced support for our efforts in education and business.
- The administrative processes of QNM are being reviewed and updated, including the website.

With this revitalization, I invite you to join me in making a partner investment by choosing the investment level that best suits your organization. This action will re-join your organization into QNM's family as a key partner. To kick off our re-launch of QNM, we are offering a 1-year FREE **Executive Learning Series**, for partner investments received by September 30th. This high-level learning series features a monthly 1-hour Zoom meeting, featuring such topics as succession planning, strategic thinking and success resulting from using the Baldrige Framework, presented by NM's quality award winners and other forward-thinking leaders. We are also delighted to announce QNM's 2021 in-person courses. See the attached flier with descriptions and dates of these training offerings.

If you have any questions or concerns, please call me directly at 505-450-9371 or email me at mrbaca@comcast.net. Let's all get re-engaged with QNM and once again be on the journey to create *A State of Excellence for New Mexico*.

Sincerely,

A handwritten signature in cursive script that reads 'Maureen R. Baca'.

Maureen R. Baca,
QNM Board Co-Chair