

### **Talking Baldrige With Local Representatives**

With members of Congress at home for the August recess, now is the time for you to meet with local elected representatives and explain why the Baldrige program should continue to receive federal funding. ASQ's Washington office can help arrange these meetings. If you are interested in joining others who want to educate their senators and representatives, please email Amy Kohler at [akohler@selleryinc.com](mailto:akohler@selleryinc.com). You can also continue to write letters to members of Congress using the online form on ASQ's advocacy page.

[Support the Baldrige program...](#)

### **ASQ CEO Blogs About Quality's Past and Future**

In the latest A View from the Q blog post, ASQ CEO Paul Borawski talks about the upcoming 2011 ASQ Futures Study, and poses two questions that will help him connect the dots between the past and future of quality. Can you help?

[Visit A View from the Q blog...](#)

### **Seeing Results: Baldrige Criteria No. 7**

Aspects of the Baldrige criteria serve as the framework for ASQ's Commitment to Excellence (ACE) Journey, and it can help improve performance in your own organization. The seventh and final Baldrige criteria—results—examines an organization's performance and improvement in key areas that include product and process outcomes, customer-focused outcomes, and workforce-focused outcomes.

[Learn more about the Baldrige Criteria...](#)