

Bright IDEAS: Managing Work in the 21st Century



For several reasons, doing the right work the right way is likely to become an even higher priority in the years ahead.

The Process Management category of the Baldrige Criteria for Performance Excellence includes the identification and management of your core competencies to achieve efficient and effective work process management.

To clarify associated, sometimes confusing lingo for you, following are definitions of the key components of this category:

Core competencies are those strategically important capabilities that provide you with a competitive advantage in your marketplace. Understanding what your organization's core competencies are and how they relate to your mission and strategic objectives is vital.

Work systems are how the work of your organization is accomplished, and involve your workforce and other key stakeholders and components needed to produce and deliver your products, services, and business and support processes.

Key work processes include those business processes that are considered important to organizational success and growth. These processes frequently relate to an organization's core competencies, strategic objectives, and critical success factors.

Work Process Management and Improvement refers to how you implement, manage and improve your key organizational work processes, with the aim of creating value for your customers and achieving organizational success and sustainability.

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Memorable Quote:

"In times of change, learners inherit the earth, while the learned find themselves beautifully equipped to deal with a world that no longer exists."

*Eric Hoffer
Writer and Presidential Medal
of Freedom Recipient
1902-1983*

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