

Selected Resources

The Center received the Malcolm Baldrige National Quality Award in 2009. The link below will take you to a list of Baldrige Award recipients' contact information and applications.

http://www.baldrige.nist.gov/Contacts_Profiles.htm

Benchmarking

Carmichael, P., & Carter, L. (2009). Best practices. *Leadership Excellence*, 26(11), 16-17. Retrieved from Business Source Complete, EBSCO

Chwan-Yi Chiang, & Lin, B. (2009). An integration of balanced scorecards and data envelopment analysis for firm's benchmarking management. *Total Quality Management & Business Excellence*, 20(11), 1153-1172. doi:10.1080/14783360903248286

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Foster, T. C., Johnson, J. K., Nelson, E. C., & Batalden, P. B. (2007). Using a Malcolm Baldrige framework to understand high-performing clinical microsystems *Quality & Safety in Health Care*, 16(5), 334-341. doi:10.1136/qshc.2006.020685

Gapp, R., & Fisher, R. (2008). Achieving organisational transformation: An action learning approach. *Total Quality Management & Business Excellence*, 19(6), 609-625. doi:10.1080/14783360802024424

Index - the benchmarking forum - ASTD Retrieved 2/24/2010, 2010, from <http://www.astd.org/membership/forums/benchmarking/>

Jacobs, B. E. (2009). *Benchmarking performance.(best practices)* Retrieved from General OneFile, Gale

Labor force - home Retrieved 2/24/2010, 2010, from <http://www.census.gov/hhes/www/laborfor/laborforce.html>

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Engagement

Buckingham, M., & Coffman, C. (1999). *First, break all the rules : What the world's greatest managers do differently*. New York, NY: Simon & Schuster. Retrieved from Contributor biographical information <http://www.loc.gov/catdir/bios/simon051/99019452.html> Publisher description <http://www.loc.gov/catdir/description/simon041/99019452.html> Sample text

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Fleming, J.H. & Asplund, J. (2007). *Human Sigma: Managing the Employee-Customer Encounter*. New York: Gallup Press

The gallup path Retrieved 2/24/2010, 2010, from <http://www.gallup.com/consulting/1528/gallup-path.aspx>

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Performance Based Interviewing

Behavioral interviews Retrieved 2/22/2010, 2010, from http://careerplanning.about.com/od/jobinterviews/a/beh_int_lng.htm

Strategic Planning

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Campbell, S. & Liteman, M. (2003). *Retreats that work*. San Francisco: Jossey-Bass

Cooperrider, D.L., Whitney D. & Stavros J.M. (2003). *Appreciative inquiry handbook*. Bedford Heights: Lakeshore Publishers

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Using behavioral interviewing to help you hire the best of the best. (2004). *HR Focus*, 81(8), 5-6. Retrieved Business Source Complete, EBSCO

ISO

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Helbig, M. (2010). Certifying a university ENT clinic using the ISO 9001:2000 international standard. *International Journal of Health Care Quality Assurance*, 23(3):268-76.

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