**Application Content and Format Requirements For use when submitting Lite and Full Applications**

When submitting a Lite and Full Application for assessment, please provide a PDF file of the application. We reserve the right to return incomplete applications and those that don’t meet these requirements. If you have questions, call 503-964-5244 or write askus@performanceexcellencenw.org.

**Content**

In your application, include information on all your organization’s units or subunits. Do not add links to websites. Examiners base their evaluations solely on information within your application. Your award application must contain the items listed in the order given below:

**Blank front cover.** To help ensure confidentiality, do not include text or illustrations.

**Title page.** Give the name of your organization. You may also include the address and logo, illustrations, the date, a statement indicating that this is an application for the Baldrige Award, and/or a statement regarding the confidentiality of the content. Do not include additional information, text, or links to websites.

**Labeled tabs or divider pages.** You may use blank or divider pages to separate the sections listed below. On each, include only the section title. If you include additional text or illustrations, the pages will count toward the 50-page limit for the Responses Addressing All Criteria Items.

• Table of Contents

• Page A-1 of the Application Form

• Eligibility Certification Form

• Organization Chart(s)

• Glossary of Terms and Abbreviations

• Organizational Profile

• Responses Addressing All Criteria Items

If you wish, you may also use labeled tabs or divider pages to separate your responses to the seven Criteria categories.

**Table of contents.** Indicate the page numbers for the

• Award Application Form

• Eligibility Certification Form (date-stamped)

• Organization Chart(s) (date-stamped)

• Glossary of Terms and Abbreviations

• Organizational Profile

• individual category and item sections

You don’t need to indicate the page numbers for areas to address, tables, and figures.

**Eligibility form and organization charts.** Include these signed and stamped documents, which PENW will return to your organization at the conclusion of the eligibility certification process:

• Eligibility Certification Form

• Line-and-box organization chart(s) for your organization

• Line-and-box organization chart(s) of the parent (if your organization is a subunit) Please do not include website references or sensitive payment information on the form.

**Application form.** In the PDF file, include page A-1 of the form only, ensuring that it is signed by your organization’s highest-ranking official. This page indicates that your organization agrees to the terms and conditions of the award process and, if selected to receive a site visit, your organization agrees to pay reasonable associated costs (see Award Process Fees on website).

**Glossary of Terms and Abbreviations.** In the glossary, include only terms and abbreviations used in your application, with very brief definitions. Do not include descriptions of processes, tools, methods, or techniques in the glossary, or your application will be returned to you.

Acceptable examples of a glossary entry are:

**PES:** Performance Evaluation System

**SPP:** strategic planning process

The following examples are not acceptable because it includes a description:

**PES:** Performance Evaluation System used by ST members to assess associate capability and capacity when setting organizational direction.

**SPP:** strategic planning process, which has nine steps: a review of key documents, such as the research contract with the USDA; a two-day retreat; a review of funding and mandates; a review of current organizational performance; a review of an

environmental scan; appreciative inquiry; brainstorming; allocation of resources; and creation of action plans.

**Organizational Profile.** This section outlines your organization and states the key factors that influence its operations and future directions. Examiners use this vital part of your application throughout their review. For guidelines on preparing this section, see the appropriate *Baldrige Excellence Framework* booklet.

**Responses Addressing All Criteria Items.** In this section, respond to each item, using the category and item designations in the Criteria within the appropriate *Baldrige Excellence Framework* booklet. In your responses to the areas to address within the items, emphasize your organization and its performance system, maintaining the order of the areas.

Label the areas to address as in the Criteria booklets (e.g., 4.2a). You may group responses for multiple areas (e.g., 4.2a, b). If an area to address does not pertain to your organization or its performance system, explain why in one or two sentences.

Discussion of results and the results themselves should be close together in a Baldrige Award application. Trends that show a significant beneficial or adverse change should be explained. Use figure numbers that correspond to items. For example, the third figure for item 7.1 would be Figure 7.1-3.

For guidelines on responding to the Criteria, see the appropriate *Baldrige Excellence Framework* booklet for your organization’s sector (i.e., Business/Nonprofit, Education, or Health Care).

**Summary of Supplemental Section(s).** If the Baldrige Program informed you during eligibility certification that you must submit one or more supplemental sections, include a brief description of each section, listing the products, services, and NAICS codes.

**Blank back cover.** Do not include text or illustrations.

**Format**

Format your application according to the following requirements. If your submission does not meet these requirements, we’ll notify you that your application has been rejected. You will have 72 hours or until the original due date, whichever is later, to resubmit your application in the required format. Applications must be resubmitted within that time frame.

**Page Limits**

The limits given below include all illustrations, figures, tables, and appendixes. Covers, labeled tabs, and divider pages that contain only titles do not count toward the limits. However, if these pages contain additional material, such as process descriptions, quotations, figures, tables, or illustrations, they count toward the total page allotment.

If any section exceeds the page limit, the Baldrige Program will ask your official contact point to identify which pages to remove.

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| --- | --- | --- |
|  | **Full Applications** | **Lite Applications** |
| **Section** | **Page Limit (Single-Sided)** | |
| Organizational Profile | 5 | 5 |
| Responses Addressing All Criteria Items | 50 | 25 |

**Page and Text Format**

|  |  |  |
| --- | --- | --- |
| **Element** | **Requirement** | **Notes** |
| **Paper type** | Standard, 8½-by-11-inch white | Two-sided printing is strongly recommended. Please ensure that both sides of pages are legible. |
| **Paper orientation** | | |
| Text pages | | Portrait |
| Pages with graphs, figures, and data tables | | Portrait or landscape |
| **Lines per page** | 60 maximum | Count headings and blank lines separating paragraphs, but don’t count recurring page headers, such as “Baldrige Award Application, page X.” |
| **Leading** | 2 points (or the equivalent) between lines | 1 point of leading equals 1/72 or 0.0138 inch. |
| **Margins** | | |
| Left (bound side) | | 3/4 inch minimum |
| Right | | 1/2 inch minimum |
| **Text columns** | 2 (preferred) | Leave at least ¼ inch between columns. |
| **Numbering** | | |
| Pages in Responses Addressing All Criteria Items (Cat. 1-7) | 1 thru total pages | Don’t number blank pages, tabs, or divider pages. |
| Figures within the  Organizational Profile and item sections | In sequence | Use numbers corresponding to the section (e.g., Figure P.1-1, Figure P.1-2, Figure 2.1-1, Figure 2.1-2). |
| **Font and type size**  Running text | Times New Roman or Arial, 10 point minimum | Do NOT use narrow, compressed, or condensed fonts. The font and type size need not be uniform so long as they meet the requirements.  Smaller type sizes make it difficult for examiners to interpret the data and to provide accurate and actionable feedback.  If you shrink graphics to fit the space available, ensure that text in the reduced figure meets the requirement. |
| Tables filled mainly with text | Times New Roman or Arial, 8 points minimum |  |
| Other graphics (charts, graphs, data tables, and other figures), including titles and captions | Any font, 8 points minimum |  |

**Graphics**

• See the font and type-size requirements in the table above.

• Clearly label each figure using descriptive text. For example, the title of the third figure for item 7.1 might read “Figure 7.1-3: Reliability of Service: Carrier-Dropped Calls.”

• Clearly label all axes and units of measure.

• For information on using graphics in category 7 (Results), see “Guidelines for Responding to Results Items” in the *Baldrige Excellence Framework* booklet that’s appropriate for your organization’s sector.

**Application Assembly**

Assemble the PDF file of your application following all the guidelines listed below:

• Submit your application in PDF format

• Create one PDF file, not multiple files, containing your application. Select the “embed fonts” option.

• In the PDF file, include

o a scan of the date-stamped of your approved Intent to Apply Form and chart(s)

o a scan of the completed page A-1 of the Application Form.

• Do not include page A-2 of the Application Form in your PDF file.

• Proof the PDF file to verify the contents and number of pages. Also verify that all elements meet formatting requirements.