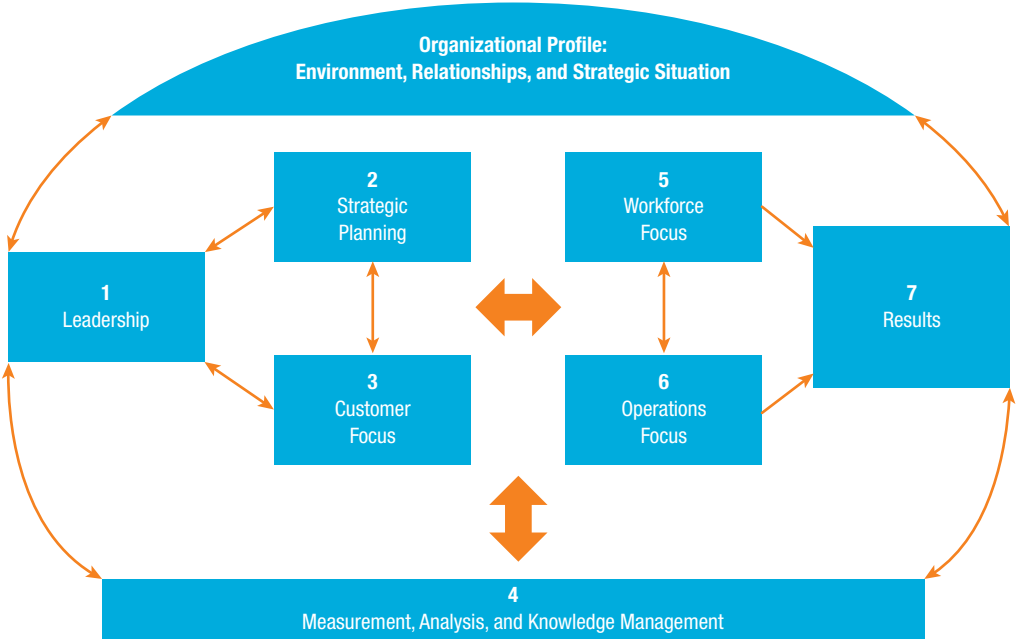


**FIGURE 5.3:** Criteria for the Baldrige Performance Excellence Program



**SOURCE:** NIST. (2016). 2015–2016 Baldrige Excellence Framework. Retrieved from [http://www.nist.gov/baldrige/publications/business\\_nonprofit\\_criteria.cfm](http://www.nist.gov/baldrige/publications/business_nonprofit_criteria.cfm)