



## **Gold Nugget/Best Practice Form 2006**

**Organization Name: Arapahoe/Douglas Works!**

**Baldrige/CPEX Category: Leadership, Process Management**

**Gold Nugget Title: The Oz Principles of Organizational, Team and Individual Accountability**

**Baldrige/CPEX Category: Leadership, Process Management**

**Organization Contact Including Name, email, and phone number: Patrick Holwell, [pholwell@co.arapahoe.co.us](mailto:pholwell@co.arapahoe.co.us), (303) 636-1251**

**Description of the Best Practice: Accountability is a personal choice to rise above one's circumstances and demonstrate the ownership necessary for achieving desired results. The Oz Principle of Accountability calls for individuals, teams and the organization as a whole to See It, Own It, Solve It and Do It, and to stay 'above the line' by always asking the question, "What else can we do to make this work?"**

**Description of the Best Practice(s): (see criteria on the next page)**



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## **Gold Nugget/Best Practice Form 2007**

**Organization Name:** Joint National Integration Center

**Baldrige/CPEX Category:** Governance and Social Responsibility

**Gold Nugget Title:** Risk Assessment and Mitigation

**Organization Contact:**

Ron Garcia

[ronald.garcia@mda.mil](mailto:ronald.garcia@mda.mil)

**Description of the Best Practice:** The applicant uses a risk assessment and mitigation process for each potential and realized problem event in the organization. The process includes a description of the event, key drivers, risk exposure, criticality, risk factors, consequences, probability rationales and the effect of the current mitigation compared to the baseline. This systematic repeatable process is tracked and reported in the Risk Review Board meetings.



### **Gold Nugget/Best Practice Form 2007**

**Organization Name:** Employment Services of Weld County

**Baldrige/CPEX Category:** Customer and Market Focus

**Gold Nugget Title:** Soliciting Customer Satisfaction Throughout Service Delivery

**Organization Contact Including Name, email, and phone number:**

Ted Long  
tlong@co.weld.co.us  
970-353-3800

**Description of the Best Practice:**

The applicant builds customer relationships through soliciting customer satisfaction at multiple points during service delivery, from initial contact to beyond service termination, and empowering employees to handle customer complaints. These actions foster an improvement orientation among staff, help retain customers throughout the term of service, and encourage positive referrals.



## **Gold Nugget/Best Practice Form 2007**

**Organization Name: Jefferson County Workforce Center**

**Baldrige/CPEX Category: Leadership**

**Gold Nugget Title: Using the D.I.A.L.O.G. tool to create and maintain a sustainable organization**

**Baldrige/CPEX Category: Leadership: How do your senior leaders lead and govern.**

**Organization Contact Including Name, email, and phone number: Susan Rumley, [srumley@jeffco.us](mailto:srumley@jeffco.us), 303-271-4727; Gena Sagen, [gsagen@jeffco.us](mailto:gsagen@jeffco.us), 303-271-4747.**

**Description of the Best Practice: Jefferson County Workforce Center uses the Diagnostic Data Indicating Alignment of Organizational Goals (D.I.A.L.O.G.) instrument to provide our organization's leadership with hard data as to where there are "disconnects" within the organization affecting results. The source of the data is the people within the organization. The data provides a tool for identifying specific issues that may need to be addressed in addition to areas of strength which should be capitalized on.**

**Description of the Best Practice(s): (see criteria on the next page)**



## **Gold Nugget/Best Practice Form 2006**

**Organization Name: St. Mary's Hospital**

**Baldrige/CPEX Category: Category 4: Knowledge Management  
And Category 5b: Workforce Focus & Leader Development**

**Gold Nugget Title: Competency and Performance Tracker**

**Organization Contact Including Name, email, and phone number:**

**Jane Wild**

**[jane.wild@stmarygj.org](mailto:jane.wild@stmarygj.org)**

**(970) 244 2487**

### **Description of the Best Practice:**

The applicant has created and deployed an efficient and affordable means and method for standardization and central warehousing for competency training, testing, tracking, and reporting. The organization has fully integrated the use of this tool at all levels for all staff. The tool allows easy access for reporting and inquiry of each employees needs for competency review. Through continuous improvement processes next steps are in place to integrate both an LMS and home grown competency dictionary with the tracker to further automate processes.



## Gold Nugget/Best Practice 2007

**Organization Name:**

**Pulte Mortgage LLC**

**Baldrige/CPEX Category:**

**Category 1: Leadership**

**Gold Nugget Title:**

**Development of future leaders**

**Organization Contact:**

**Teri Hyde**  
[teri.hyde@pulte.com](mailto:teri.hyde@pulte.com)  
**(303) 493-2829**

**Description of the Best Practice:**

**Pulte Mortgage LLC values the potential of emerging leaders and recognizes the importance of developing them for future success. There are a variety of ways the organization fosters and encourages development of these individuals:**

- **Internal training programs enhance and expand leadership skills.**
- **Interim management positions allow application of leadership attributes.**
- **Formal succession plans are built to ensure organizational sustainability.**
- **Top Gun and Wingman programs provide peer-to-peer mentoring opportunities**
- **Annual leadership conferences allow for networking and best practice sharing among national offices.**
- **Two distinct performance reviews are conducted – an annual appraisal of performance (standard for most organizations) and the developmental planning process that targets specific goals for each employee’s personal and professional growth. This leverages career aspirations and a formal action plan for enhancing leadership capabilities.**
- **All employees are introduced to *7 Habits of Highly Effective People*® and are encouraged to apply the teachings to their personal actions.**
- **“Six Characteristics of Leadership” are applied to all performance evaluations to assure continuity and dedication to the core values of the organization and team members.**
  - **Proactive, results-oriented**
  - **Self confident**
  - **Personal vision**
  - **Character / Integrity**
  - **Humble, team-oriented**
  - **Courage**



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*7 Habits of Highly Effective People*® 1989, 2004 by Stephen R. Covey