

Welcome to SVRCE

Business Process Management

Danny Lau, Senior Business Process Consultant at Hewlett Packard (see new members) presented the key concepts of business process management to an enthusiastic group at National University, on June 6th. The overarching message was that business processes are corporate assets and should be managed to reduce cost and improve customer satisfaction. He also discussed the relationship between BPM

and six sigma improvement methods.

Upcoming Events

Preparing an Organizational Profile for the Baldrige Process using MindMapping - An Interactive Session

Join us February 27th to learn about an exceptional tool called mindmapping. Using this process will help your organization to prepare for the Baldrige Application. In addition to learning about the components of the Organization Profile, you will be exposed to a computerized mindmapping tool that can

simplify the process. At the end of the session you will have an outline that can be used as the key themes for the completion of the application.

Legendary Service at The Ritz-Carlton

Come join us on March 16-17th at the Ritz-Carlton Half Moon Bay. Set atop an ocean bluff overlooking the rugged Pacific coastline, The Ritz-Carlton, Half Moon Bay is a AAA Five Diamond property. In addition to the Legendary Service Seminar

Meet our New Members!

Charlene Ashton, Associate Regional Dean, National University, has over 30 years in academics and business; holds a doctorate from the University of San Francisco; has served as a Senior Examiner for the California Awards for Performance Excellence, an Examiner for the Malcolm Baldrige National Quality Awards; is active in the Silicon Valley Chamber of Commerce as member of their education committee; and serves on the board of directors for South County CalSOAP.

Upcoming Events (cont.)

presented on Monday, participants will be able to spend Sunday at the resort and get first hand knowledge of its personalized service.

Learn how you can replicate the techniques that the Ritz-Carlton uses to provide all their customers Legendary Service. In this half-day seminar you will hear about:

The Ritz-Carlton "Gold Standards"

The Ritz-Carlton Daily Line Up

The Ritz-Carlton Business Management Model

Building Customer Loyalty

The Ritz-Carlton Employee

Upcoming Events (cont.)

Empowerment Process

Wow Stories

For more on these two exciting events contact Charlene Ashton at 408.2361101 or email her at cashton@nu.edu

Why Baldrige?

The Graniterock Story

Since February 14, 1900, Graniterock has served the needs of the construction industry providing concrete related building materials to any construction job – large or small. Their engineering division, Pavex Construction has contracted to support roadways, airports commercial and residential projects.

Graniterock believes that quality products and exemplary service can only be achieved with highly

skilled and motivated people to accept personal ownership of customer satisfaction. Fortune Magazine named Graniterock one of the 100 best places to work in America.

In 1992 Graniterock received the Malcom Baldrige National Quality Award. For the complete article:

visit: www.calexcellence.org/rcesantaclara.html

We have some very exciting programs and would be delighted to hear from you.

Contact Lucy Ferrari at 408.265.2607 ext. 2455 or email her at lferrari@valleywater.org

Visit our website: www.calexcellence.org/rcesantaclara.html

Danny Lau is a Sr. Business Process Consultant at Hewlett Packard with over 20 years of related experience. At HP, Danny has held positions in engineering, and management. These positions include project management, quality, customer satisfaction measurement, and process consultant. Currently he leads his division in planning the BPM initiative. In addition, Danny teaches BPM and Green Belt process improvement workshops, leads worldwide process improvement projects, and facilitates numerous process improvement efforts.

