

## **THE MONFORT COLLEGE JOURNEY TO THE BALDRIGE AWARD**

*Karen L. Fowler, Monfort College of Business, University of Northern Colorado  
Campus Box 128, Greeley, CO 80639, 970-351-1221, karen.fowler@unco.edu*

### **ABSTRACT**

This invited session presents the twenty-year journey of the Kenneth W. Monfort College of Business to become the first business school in the United States to receive the Malcolm Baldrige National Quality award. The award was presented to the Monfort College of Business in July 2005 by Vice President Dick Cheney. The Monfort College is one of just five undergraduate-only business programs in the United States to hold accredited status in both business administration and accounting from the Association to Advance Collegiate Schools of Business (AACSB). Additionally, the Monfort College has received the Timberline Award given by Colorado Performance Excellence and has been designated a Program of Excellence by the Colorado Commission on Higher Education—the first and only time a Colorado business program has ever received either of these honors. This special session’s highlights include: mission-driven planning, serving multiple stakeholders, strategic challenges, managing structure and culture, leadership and motivation, innovative programs, facilities renovations, key performance indicators, reducing cycle times, self-assessment, benchmarking, process framework and control systems, performance review, validation, lessons learned, and value of the Baldrige process. A slide show accompanies the presentation.