

# EAGA Business Builder

Volume 12

Issue 28

eaganm.com

July 12 2016

Today's presentation was Julia Gabaldon – Quality New Mexico



• Ms. Gabaldon is the President / CEO of Quality New Mexico and is actually the Founding CEO. In 1993 Julia received an assignment, while employed at Sandia National Laboratories (SNLA), to facilitate New Mexico's quality initiative. She gathered a group of volunteers to help design it from 'scratch'. As President / CEO she serves as an Officer on the QNM Board of Directors and Executive Committee. In 1994 Quality New Mexico (QNM) created the New Mexico Quality Awards program. In 2012 the program changed its name to the New Mexico Performance Excellence Awards. The programs have the goal of aiding New Mexico to be known as a 'State of Excellence', with its businesses and organizations achieving role model and best in class performance status. The path to determining excellence is based on criteria used in The Malcolm Baldrige National Quality Award, which recognizes U.S. organizations in the business, health care, education, and nonprofit sectors for performance excellence. To determine status of performance - New Mexico businesses/organizations conduct a self-assessment using the Baldrige Criteria for Performance Excellence® as the tool, and submit those assessment to QNM for formal review and feedback. There are 4 levels of achievement along QNM's path toward excellence: Adobe is the initial step. It is an assessment of your profile and sets the stage for the journey toward excellence. Piñon Level requires the organization to show evidence that it is in the beginning stages of identifying and using systematic processes and collecting data to reflect early results in areas of most importance. At Roadrunner Level, the organization demonstrates, through commitment and implementation of quality principles, substantive progress in building sound and systematic processes. Zia Level carries the most stringent requirements of performance excellence. The organization must demonstrate through its practices and achievements the highest level of performance. To date, 734 New Mexico organizations have received formal recognition in their quest to be 'best in class': 504 Piñon Level; 216 Roadrunner Level; 14 Zia Level. The Malcolm Baldrige National Quality Award is considered the highest level of national recognition for performance excellence that a US organization can receive, and so far two New Mexico organizations have achieved that distinction. In 2009 Veterans Affairs Cooperative Studies Program Clinical Research Pharmacy Coordinating Center achieved the award in non-profit category; and in 2000 Los Alamos National Bank achieved the award in the business category. If you would like to investigate your organization's level of performance excellence; if you want to take steps to improve your recognition while improving your organization's success, contact Ms. Gabaldon or one of her staff at 505-944-2001. To get an initial assessment of where you and how you should proceed toward improving overall business excellence, start the Adobe Level process by going to their website [qualitynewmexico.org](http://qualitynewmexico.org). The Adobe Level application, including its resulting assessment and feedback, can be done free of charge through August.

- ♦ Welcome our new President, Mark Tobiassen. Today conducting the first meeting of his six-month term. Mark's three goals for his presidency: 1] Conduct an "above the line Presidency". Above the line means taking ownership; being accountable and accepting responsibility; Being the Victor (as opposed to being the victim with an attitude of blaming something or being in denial of business shortcomings); 2] Attract 10 new members-with the condition that they are a good quality member; 3] Create more abundance for our members, whether through referrals, leads, or by perpetuating beneficial relationships outside of the weekly meetings.
- ♦ Board Members - Please note that there will be a Director's meeting immediately after breakfast, this coming Tuesday, July 19th. Please make sure you attend. It will be the first meeting of this administration and your involvement will be, as always, quite important.

Contact information for Executive Director: Mario Hernandez

Phone: 505-239-0259

email: [hernmar129@yahoo.com](mailto:hernmar129@yahoo.com)

Postal mail: 8100 Wyoming Blvd NE; Suite M-4 #345; Albuquerque, NM 87113

## Business Leads:

GALA NAILS & SPA is opening at 5920 Holly, Suite B  
BURKE'S OUTLET is opening in Alameda West Shopping Center  
NEW VERIZON office at 401 Eubank SE  
35° NORTH COFFEE is opening at 1718 Central SW  
—Lionel Specter - Zeon Signs

## Reciprocity:

None written down today

- ◆ Thank you to the Summer Bash Committee for all the hard work that went into pulling off another very great party. The food; the socializing; the games were all excellent. Those of us that just wandered by for a great steak or some chicken; maybe a beer or soda, or two; have some laughter; and lose a game or two (or three) of bean-bag-toss, don't really understand all the planning, arranging and general hard work that goes into making the event such a great time. Thank you again to those members and their wives that did all the behind the scenes stuff for us. It was a really great time.
- ◆ Thank you to Pat and Mary Beth Maloy for hosting the event at their home. A very nice venue and your great hospitality is very much appreciated.
- ◆ Thank you to Randy Baker and Rio Bravo Brewing Company for the growler (and free fill-up) door prizes for the Bash.
- ◆ On Thursday, July 21st, at 6:00 pm, there will be a meeting to discuss a possible cruise to Norway. The meeting will be at the Maloy home (10801 Elena NE). Those attending will chip in to buy pizza and beverages. Please RSVP ASAP to Jack Zipper (jzipper@comcast.net) or Mary Beth (marybeth@maloystorage.com).
- ◆ EAGA wives, girlfriends, and significant others—Meet & Greet will be on Thursday, August 4th; 6PM to 8PM at 6000 Beargrass Ct, NE. Food and drinks will be provided. For more information please contact Kathy Weingardt 505-720-9448 or Denise Kenny 505-850-2446

## Badge Board Greeters

July 19th Kevin Lorenzen—Aflac  
July 26th  
Aug 2nd  
Aug 9th  
Aug 16th

## Upcoming Speakers

July 19th Dave Giddens—The Law Office of George "Dave" Giddens  
July 26th Jeff Sakamoto—Heritage Hotel  
Aug 2nd Rob Thomas—New Mexico Dream Center  
Aug 9th Adam Halpern—Dental Cooperative  
Aug 16th

Contact information for Executive Director: Mario Hernandez  
Phone: 505-239-0259 email: hernmar129@yahoo.com  
Postal mail: 8100 Wyoming Blvd NE; Suite M-4 #345; Albuquerque, NM 87113