



The History of Quality of New Mexico

- ❖ Founded in 1993 through the actions of our national Congressional delegation and then by executive order of the Governor
- ❖ Julia Gabaldon was originally “loaned” to QNM by Sandia Labs and eventually came to be a paid staff member
- ❖ To date, 721 NM organizations have received formal recognition through NM Performance Excellence Awards
- ❖ QNM currently has over 114 members

Current Staff includes:



Julia Gabaldon – President and CEO



Retha Shiplet – COO and Director of Programs



**Alma Fuertes – Administrator and
Program Event Coordinator**

Current Board:

- ❖ The current BOD is made up of 33 professionals from around New Mexico serving education, business, government, for profit and not-for-profit organizations
- ❖ The Executive Committee includes our Chairman, Bill Wadt from LANL Foundation; Chairman Elect, Kim Hedrick from UNM Medical Group; Secretary-Treasurer, Steve Keene from Moss Adams LLP; Immediate Past Chairman, Troy Greer from Lovelace Medical Center. Committee Chairs include; Assessments Recognition & Training (ART), Rick Fellerhoff from Sandia National Labs; Business Development, Paul Layer from FRENCH Funerals-Cremations; Learning Summit, Anne Kain from LANB and Nominating, Troy Greer from Lovelace.
- ❖ Our BOD also includes representatives from the Governor, Congressional and both Senate offices.

What Does QNM DO?

- ❖ Assessments, Feedback, and Recognitions through the Performance Excellence Program
- ❖ Programs and Training



Performance Excellence Program

- ❖ Adobe, Piñon, Roadrunner and Zia
- ❖ Being an examiner
- ❖ Stepping stone to Malcolm Baldrige National Quality Award



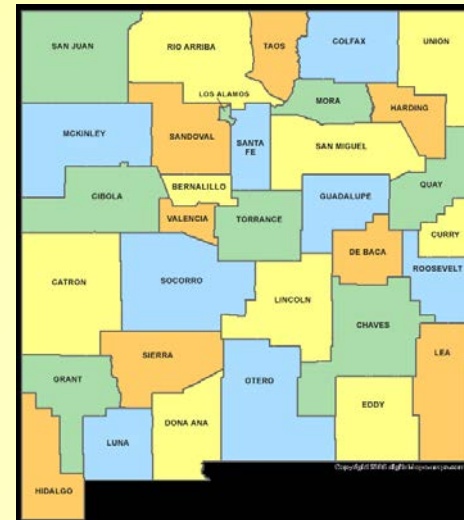
The QNM Advantage



... “a vitamin for success”

Programs and Training

- ❖ Can be delivered anywhere in New Mexico
- ❖ Tailored to a company, department, organization, community or program
- ❖ Will meet you at your level of understanding and need
- ❖ Affordable
- ❖ Proven Results



FRENCH

FRENCH has now been on our journey for 8 years. We have written over 425 processes across 5 business divisions and over 100 employees. This has been a huge undertaking, no pun intended, and has consumed almost one work year of labor (2000+ hours).

The RESULTS: Just one example: We now have a Vendor Management Process and Purchasing Process in place that we can directly credit saving us over \$250,000 in the first 3 years of use. Our dozen outside contracts are now bid out annually to keep costs low. Purchasing is done centrally with the elimination or redundancy and the placement of contracted price agreements, and staff has been reduced so that 2 people now handle all vendors and purchasing company-wide thereby freeing up other staff to do their specific jobs.

FRENCH

Other points of interest and savings:

- ❖ Multiple Staff are no longer running errands and making purchases
- ❖ Redundancy of same product purchases has been eliminated
- ❖ Huge savings in delivery, contracts, and volume discounts.
- ❖ Uniformity across divisional lines which has also eliminated squabbling across departments regarding budgets and products
- ❖ Unitizing services and equipment across divisional lines
- ❖ Inventory reductions
- ❖ Innovation

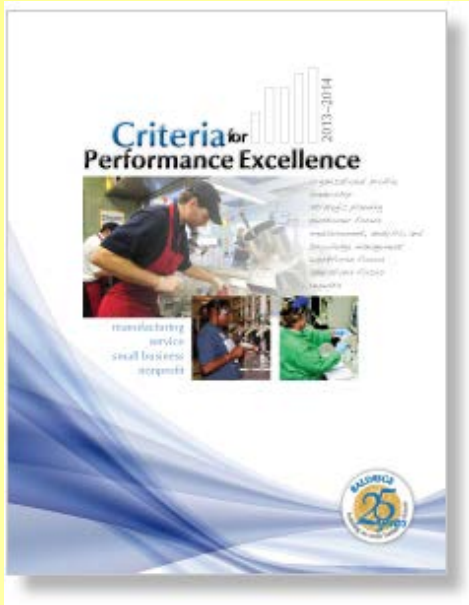
QNM Programs include:

- ❖ Writing your Profile (Can precede Adobe Assessment)
- ❖ Leadership Training
- ❖ Strategic Planning
- ❖ Customer Service
- ❖ Measurement & Analysis
- ❖ Workforce
- ❖ Processes
- ❖ Understanding the Criteria
- ❖ Management Training
- ❖ Sustainability in Small Business

What can you expect for Results

- ❖ Increased Profits
- ❖ Reduced Expenses
- ❖ Reduced Waste
- ❖ Elimination of Redundancy
- ❖ Improved Quality
- ❖ Revitalized and Engaged workforce
- ❖ Sustainability and Succession

The Learning Summit



Contact Info for QNM

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