

# The Significance of the Malcolm Baldrige National Quality Award (MBNQA) as Key Competencies for Human Resource Business Professionals

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## INTRODUCTION

The Malcolm Baldrige National Quality Award (MBNQA) is a prestigious recognition of organizational excellence. It is awarded annually to organizations that demonstrate exceptional performance in their respective industries. The award is based on a set of criteria that focus on leadership, customer focus, employee focus, process focus, and results. The MBNQA is a key competency for human resource business professionals, as it provides a framework for understanding and implementing best practices in quality management. This paper explores the significance of the MBNQA as a key competency for human resource business professionals, and discusses the implications for organizations and individuals alike.

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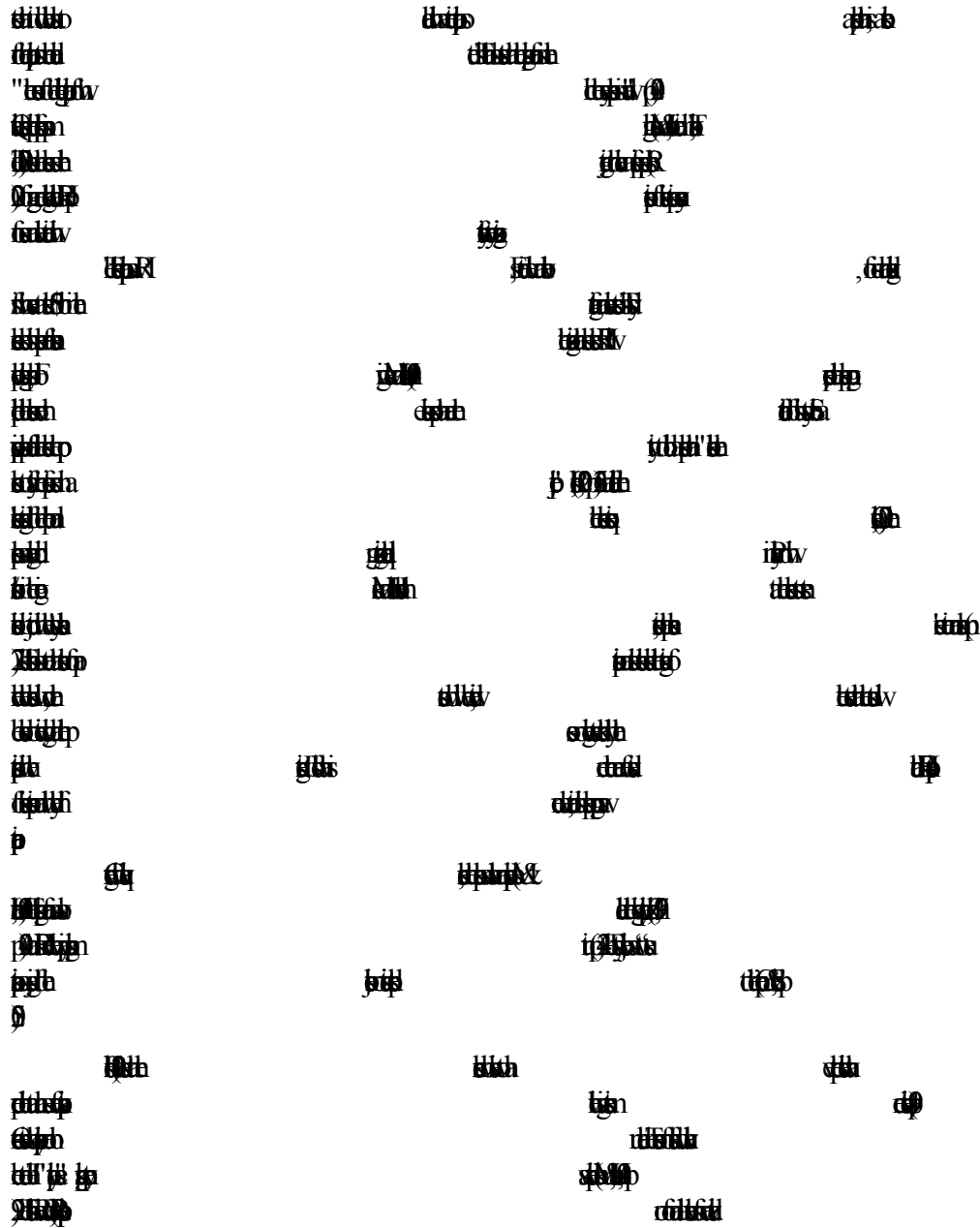
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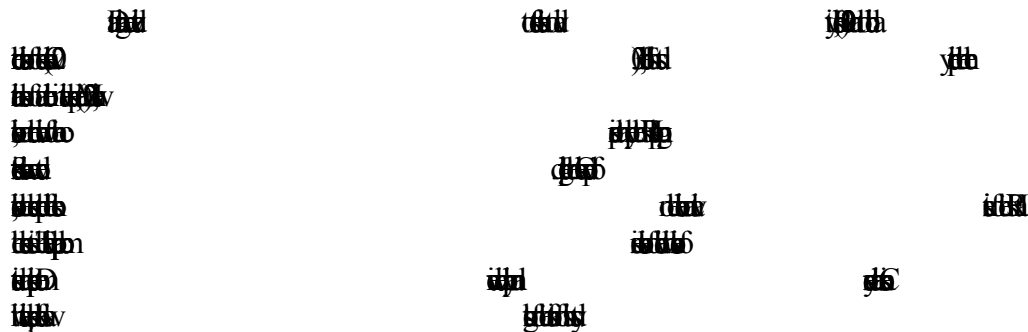
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### DATA COLLECTION





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Observation

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DATA ANALYSIS

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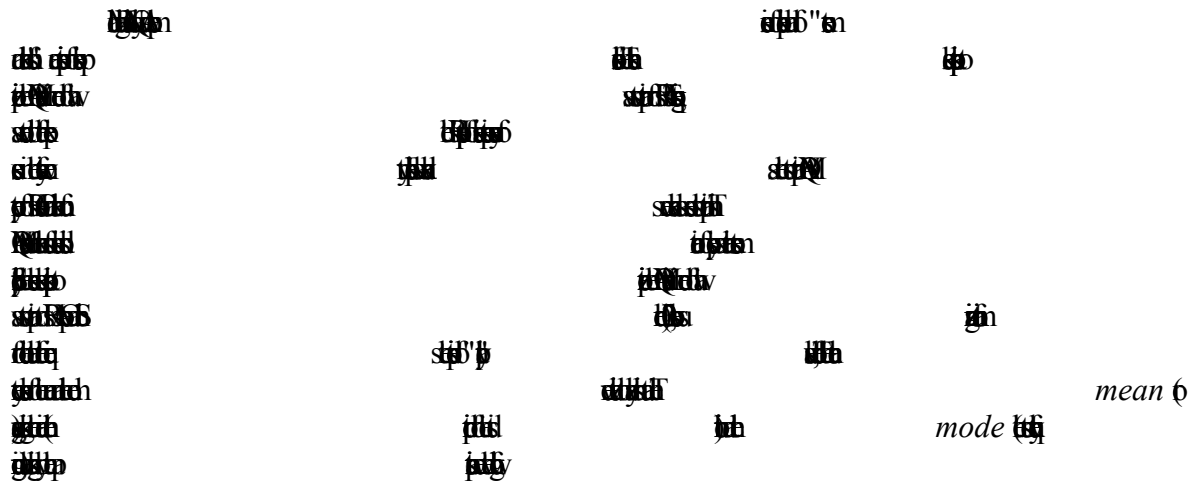
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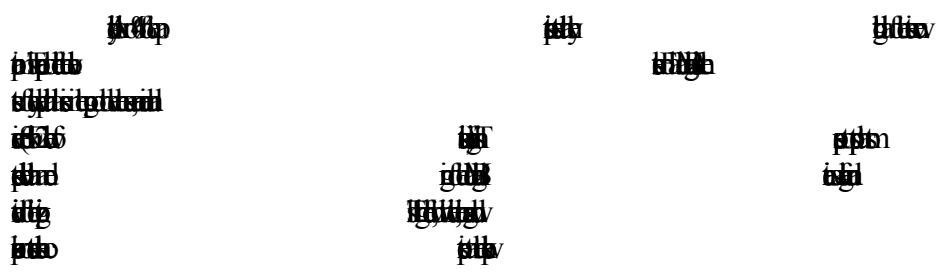
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### FINDINGS



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### CONCLUSION AND SUGGESTIONS

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The first part of the paper discusses the importance of HRM in the 21st century. It highlights the need for organizations to attract, develop, and retain talent in a highly competitive market. The second part of the paper focuses on the role of HRM in organizational performance. It argues that effective HRM practices can lead to improved productivity, innovation, and employee engagement. The paper concludes by discussing the challenges facing HRM in the future and offers some suggestions for how organizations can overcome these challenges.

**ACKNOWLEDGEMENT**

The author would like to thank the following individuals for their support and assistance during the course of this research:

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