This dissertation studies the effect of Baldrige performance excellence assessment framework on the organizations’ innovation/dynamic capabilities. The main hypothesis of this quantitative research is that Baldrige performance excellence program improves the organizations’ innovation/dynamic capabilities. Twenty-four organizations participated in this dissertation, the organizations went through three different levels of performance assessment programs based on the organizations’ understanding and knowledge of Baldrige performance criteria. The three assessment programs; Challenge assessment program (Control group) is used by organizations that are new to Baldrige, Governor Sterling (GSA) is used by mature organizations, and The Sustain assessment program is used by very matured organizations that have won the the GSA award before. All three assessment programs are offered by Florida Sterling Council (Florida state local version of Baldrige Excellence Framework). Two types of data were collected in this dissertation study from all twenty-four organizations; Performance excellence data and Innovation/dynamic capabilities data. The output of this research confirmed the positive impact of Baldrige performance excellence framework on organizations’ innovation/dynamic capabilities.

Major: Industrial Engineering

Educational Career:
Bachelor's of Electrical Engineering, BS, 1996, King Abdulaziz University
Master's of Master of Business Administration, MBA, 2011, University of Central Florida
Master's of Industrial Engineering and Management Systems, MS, 2012, University of Central Florida

Committee in Charge:
Ahmad Elshennawy, Chair, Industrial Engineering & Management Systems
Luis Rabelo, Co-Chair, Industrial Engineering & Management Systems
Petros Xanthopoulos, UCF
Bob Porter, College of Business Administration at UCF

Approved for distribution by Ahmad Elshennawy, Committee Chair, on January 19, 2016.

The public is welcome to attend.