

Baldrige Glossary **HD**: Diversity

Diversity

The term “*diversity*” refers to [valuing](#) and benefiting from personal differences. These differences address many variables, including race, religion, color, gender, national origin, disability, sexual orientation, age, education, geographic origin, and skill characteristics, as well as differences in ideas, thinking, academic disciplines, and perspectives.

The [Baldrige Criteria](#) refer to the [diversity](#) of your [workforce](#) hiring and [customer](#) communities. Capitalizing on both provides enhanced opportunities for high performance; [customer](#), [workforce](#), and community satisfaction; and [customer](#) and [workforce](#) loyalty.

Note: [Blue](#) words above are hyperlinks to other [GLOSSARY HD](#) terms and their definitions.

I am pleased to offer the [GLOSSARY HD](#) as a no charge service to Baldrige Criteria users worldwide - [Paul Steel](#)

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