



About the Baldrige Performance Excellence Program

Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

Baldrige in Louisiana

- **8 Louisiana applicants for the Baldrige Award (2005–2016)**
- **1 Louisiana award applicant in 2015 represents 1,538 jobs, 9 work locations, an estimated \$1.48 million in revenues/budgets, and roughly 86,000 customers served.**
- **2 Baldrige examiners from Louisiana volunteered over \$30,000 in services in 2015.**

Louisiana National Role Model

DynMcDermott Petroleum Operations Company, 2005

Success Story

DynMcDermott Petroleum Operations Company

From 1993 to 2014, DynMcDermott Petroleum Operations Company (now DM Petroleum Operations Company) operated and maintained the U.S. Strategic Petroleum Reserve (SPR), a cache of up to 700 million barrels of crude oil. The U.S. Department of Energy's (DOE) oil reserve was designed as "energy insurance" against disruptions to the availability of crude oil. With a budget for 2006 of \$113 million and just over 500 employees in Louisiana, Texas, and Mississippi, DM worked exclusively for the DOE. When Hurricane Katrina caused DM to relocate operations from New Orleans to Beaumont, Texas, the SPR began delivering oil within 5 days to refineries in the Gulf Coast region, which normally get oil from the Gulf of Mexico.

Selected Results

- Longest-running management and operations contractor in the SPR's 30-year history
- Improvement in drawdown readiness from 95% to 99% or better over 3 years
- Improvement in overall customer satisfaction from 67% to 85% (on a 90% scale) over 6 years

Louisiana Quality Foundation

The Alliance for Performance Excellence (www.baldrigepe.org/alliance), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. The Louisiana Quality Foundation (www.louisianaquality.org) was formed in 1995 as a nonprofit to be a nurturing organization providing performance excellence opportunities to Louisiana organizations. It is a nonprofit corporation of volunteers from the business, government, education, manufacturing, and services sectors who administer the award process.

2009–2016 Louisiana Performance Excellence Award Recipients

DM Petroleum Operations (Performance Excellence Award)
Lafayette General Medical Center (Performance Excellence Award)
Our Lady of Lourdes Regional Medical Center (Performance Excellence Award)
St. Elizabeth Hospital (Performance Excellence Award)
Jefferson Louisiana Works Business and Career Solutions Center (Level 2)
Louisiana Organ Procurement Agency (Level 2)
Jefferson Parish Community Development Department (Level 1)
R&H Quality Refractory Services, Inc. (Level 1)
MMR Group, Incorporated (Level 1)

AHCA/NCAL National Quality Award Winners in Louisiana

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Zachary Manor (2016, Silver)	Resthaven Nursing and Rehabilitation Center (2016, Bronze)
Ascension Oaks Nursing and Rehabilitation Center (2016, Bronze)	Roseview Nursing and Rehabilitation Center (2016, Bronze)
Autumn Leaves Nursing and Rehabilitation Center (2016, Bronze)	Southern Oaks Nursing and Rehabilitation Center (2016, Bronze)
Forest Haven Nursing and Rehabilitation Center (2016, Bronze)	Sunrise of Baton Rouge (2016, Bronze)
Garden Park Nursing and Rehabilitation Center (2016, Bronze)	Sunrise of Metairie (2016, Bronze)
Gonzales Healthcare Center (2016, Bronze)	Sunrise Senior Living (2016, Bronze)
Harmony House Nursing and Rehabilitation Center (2016, Bronze)	Wyatt Manor Nursing and Rehabilitation Center (2016, Bronze)
Hilltop Nursing and Rehabilitation Center (2016, Bronze)	Kaplan Healthcare Center (2015, Silver)
Jefferson Manor Nursing and Rehabilitation Center (2016, Bronze)	New Iberia Manor South (2015, Silver)
Landmark Nursing and Rehabilitation Center (2016, Bronze)	Vivian Healthcare Center (2015, Silver)
Magnolia Estates (2016, Bronze)	Baton Rouge Health Care Center (2015, Bronze)
Magnolia Manor Nursing and Rehabilitation Center (2016, Bronze)	Bayou Vista Community Care Center (2015, Bronze)
Maison Jardin (2016, Bronze)	Camelot Brookside (2015, Bronze)
Naomi Heights Nursing and Rehabilitation Center (2016, Bronze)	Oak Haven Community Care Center (2015, Bronze)
Patterson Healthcare Center (2016, Bronze)	Old Jefferson Community Care Center (2015, Bronze)
Plantation Manor Nursing and Rehabilitation Center (2016, Bronze)	Marrero Healthcare Center (2014, Silver)
Plantation Oaks Nursing and Rehabilitation Center (2016, Bronze)	Thibodaux Healthcare Center (2014, Silver)
	Kentwood Manor Nursing Home (2014, Bronze)
	Northridge Care Center (2014, Bronze)
	Zachary Manor Nursing and Rehabilitation Center, LLC (2014, Bronze)
	Garden Court Healthcare (2013, Bronze)
	Heritage Manor of Bossier (2013, Bronze)
	Heritage Manor of Franklinton (2013, Bronze)