



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 Oklahoma

- **12 Oklahoma applicants for the Baldrige Award (2005–2016)**
- **1 Oklahoma award applicant in 2016 represents 95 jobs, 2 work locations, more than \$8 million in revenue/budget, and over 15,000 customers served.**
- **5 Baldrige examiners from Oklahoma volunteered \$76,000 in services in 2016.**

Oklahoma National Role Models

MESA Products, Inc., small business, 2012 and 2006 (Tulsa)

Jenks Public Schools, education, 2005 (Jenks)

The Bama Companies, manufacturing, 2004 (Tulsa)

Success Story



MESA is a small, privately held business that designs, manufactures, and installs cathodic protection systems that control the corrosion of metal surfaces in underground and submerged structures, such as pipelines and tanks. MESA sells products and materials nationwide; technical and installation services are provided regionally. The company's headquarters and production facility are based in Tulsa and grew from a one-man service company in 1979 to a workforce of 75 in 2006.

Selected Results

- 93% increase in sales
- 94% of customers preferring to do business with MESA than with its competitors
- 100% retention of key customers over 5 years
- 97% on-time shipping rate
- 50% decrease in error rates
- 17% increase in productivity (measured by revenue per employee) over 5 years
- Improvement in return on equity from -5% to more than 25% over 6 years; 25% rate was 20% better than that of competitors
- Higher scores than the industry norm on 17 employee satisfaction attributes (top 10% of all companies surveyed)

Oklahoma Quality Award 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 purpose of the Oklahoma Quality Award Foundation (www.oklahomquality.com) is to be a leading catalyst for economic prosperity in Oklahoma by promoting the principles of performance excellence and sharing of best practices. OQAF is a not-for-profit, 501c(3) organization, supported by a community of sponsors, members, and volunteers who passionately contribute time, money and resources to help improve the performance of organizations across Oklahoma.

2013–2016 Oklahoma Quality Award Winners

INTEGRIS Health (Leadership in Excellence)	Southern Oklahoma Technology Center (Achievement of Excellence)
Metro Technology Centers (Leadership in Excellence)	Tulsa Regional Chamber of Commerce (Foundation of Excellence)
Video Gaming Technologies (Leadership in Excellence)	Tulsa City-County Library (Pursuit of Excellence)
Tri County Technology Center (Leadership in Excellence)	Centek, Inc. (Journey to Excellence)
Leader Communications, Inc. (Commitment to Excellence)	Head Country, Inc. (Journey to Excellence)
Oklahoma City Indian Clinic (Commitment to Excellence)	

Success Story



Metro Technology Centers provides cutting-edge, hands-on skilled training and career and technical education that prepares youth and adults for a wide range of careers. Metro Tech is the only 2-time recipient of Oklahoma's highest award for performance excellence, receiving it in 2010 and 2015. That sustained commitment to excellence has benefited the high school students, adults, and employers that it serves, primarily in the northeast inner urban region of Oklahoma City. Of the high school students attending Metro Tech, over two-thirds are considered “at risk,” which makes its mission to “prepare students for successful employment and life in a global society” all the more important.

Selected Results

- One of the highest completion rates in the Oklahoma career and technical education system
- Workforce engagement in the top 2% of benchmark comparisons

AHCA/NCAL National Quality Award Winners in Oklahoma

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.

Artesian Home (2016, Bronze)	Arbor Village Nursing and Rehabilitation Center (2015, Bronze)
Country Lane ICF-IID (2016, Bronze)	Beadles Nursing Home (2015, Bronze)
Cottage 2 (2016, Bronze)	Lakeland Manor (2015, Bronze)
Elmbrook Home (2016, Bronze)	Meridian Healthcare (2015, Bronze)
Franciscan Villa (2016, Bronze)	Whispering Oaks (2015, Bronze)
North County Nursing and Rehabilitation (2016, Bronze)	Country Lane Cottage 3 (2014, Bronze)
Southbrook Healthcare (2016, Bronze)	Country Lane Cottage 4 (2014, Bronze)