



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 Minnesota

- **23 Minnesota applicants for the Baldrige Award (2005–2016)**
- **1 Minnesota award applicant in 2016 represents 1,193 jobs, 4 work locations, about \$250 million in revenues/budgets, and about 289,000 customers served.**
- **3 Baldrige examiners from Minnesota volunteered over \$45,000 in services in 2016.**

Minnesota National Role Models

Cargill Corn Milling North America, manufacturing, 2008 (Wayzata)

Sunny Fresh Foods, Inc. (now Cargill Kitchen Solutions), small business, 1999, and manufacturing, 2005 (Monticello)
BI, service, 1999 (Minneapolis)

3M Dental Products Division, manufacturing, 1997 (St. Paul)

Custom Research Inc., small business, 1996 (Minneapolis)

Zytec Corporation (now part of Artesyn Technologies), manufacturing, 1991 (Eden Prairie)

IBM Rochester, manufacturing, 1990 (Rochester)

Success Story



Cargill Corn Milling North America (CCM), a business unit within privately held Cargill Inc., began operating in 1967. CCM manufactures corn- and sugar-based food, including whole-grain corn meal and corn oil; animal feed; and fermentation products, including ethanol, dextrose, and acidulants (substances added to food or beverages to increase their acidity). More than 2,300 employees work across CCM's headquarters in Wayzata, 9 manufacturing facilities, and 11 distribution terminals located throughout the U.S. Over the past four decades, CCM has grown from processing 10,000 bushels of corn each day to processing more than 1 million bushels of corn each day.

Selected Results

- Savings of more than \$15 million from employee-generated ideas
- 99% or higher error-free delivery rate over 3 years
- 95% operational reliability effectiveness rate (a ratio of actual production and commercial demand) 3 points shy of the Society of Maintenance and Reliability Professionals world-class benchmark
- Steady per-bushel costs over 3 years even as energy costs increased 50–80%, chemical costs rose 30%, and maintenance costs increased 10%

Performance Excellence Network

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. Founded in 1987, the Performance Excellence Network (formerly the Minnesota Council for Quality; www.performanceexcellencenetwork.org) is a nonprofit that advances improvement and performance excellence in Minnesota, South Dakota, and North Dakota. We identify strengths and improvement opportunities and build networks that bring information, resources, knowledge, and best practices to organizations, individuals, and communities desiring to improve. We serve more than 250 organizations in the Upper Midwest.

2013–2015 Minnesota Performance Excellence Award Winners

Benedictine Health System (Excellence)

Cardinal of Minnesota (Excellence)

Winona Health (Excellence)

LifeSource (Achievement)

Rochester Community & Technical College (Achievement)

Du Fresne Manufacturing Company (Advancement)

The Goodman Group (Advancement)

Marshall Public Schools (Advancement)

Seagate Technology (Advancement)

Austin Public Schools (Commitment)

Hennepin Technical College (Commitment)

Olmsted Medical Center (Commitment)

Johnson Memorial Health Services (Advancement)

Southeast Service Cooperative (Commitment)

Success Story



Winona Health is a nonprofit health care system based in Winona, Minnesota. It operates a 99-bed hospital, a 140-bed nursing home, and 80 beds for assisted living and memory care. With more than 1,100 employees and 60 physicians and associate providers, Winona Health provides 13 specialties.

AHCA/NCAL National Quality Award Winners in Minnesota

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.

Fairway Pines Senior Living (2016, Silver)

Touchstone Assisted Living—New Hope (2016, Bronze)

Good Samaritan Society—Bethany (2016, Bronze)

Good Samaritan Society Blackduck (2016, Bronze)

Touchstone Mental Health Rising Cedar Apartments (2016, Bronze)

Lakewood Health System Care Center (2016, Bronze)

St. Otto's Care Center (2016, Bronze)

Pleasant View Estates (2016, Bronze)

Good Samaritan Society Waconia and Westview Acres (2016, Bronze)

Hillcrest Rehabilitation Center (2016, Bronze)

Highland Senior Living, LLC (2016, Bronze)

Benedictine Senior Living at Steeple Pointe (2016, Bronze)

Koda Living Community (2016, Bronze)

Home Front First (2016, Bronze)

The Villa at Osseo (2016, Bronze)

Heathers Manor (2016, Bronze)

The Landmark of Fridley (2016, Bronze)

Benedictine Court (2016, Bronze)

Minnehaha Senior Living (2016, Bronze)

Meadow Ponds (2016, Bronze)

St. Crispin Living Community: The Villa (2016, Bronze)

Garden House at St. Mary's (2016, Bronze)

Hidden Creek Estates (2016, Bronze)

Birchwood Care Home (2016, Bronze)

Richfield Health Center (2015, Silver)

Robbinsdale Rehabilitation and Care Center (2015, Silver)

St. Clare Living Community of Mora (2015, Silver)

St. Isidore Health Center of Greenwood Prairie (2015, Silver)

6 Bronze winners, 2015

Prairie View Senior Living (2014, Silver)

6 Bronze winners, 2014