



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

Baldrige in Texas

- **84 Texas applicants for the Baldrige Award (2005–2017)**
- **4 Texas award applicants in 2017 represent 20,067 jobs, 35 work locations, over \$6.8 billion in revenues/budgets, and an estimated 1.1 million customers served.**
- **23 Baldrige examiners from Texas volunteered more than \$340,000 in services in 2017.**

Texas National Role Models

Memorial Hermann Sugar Land Hospital, health care, 2016

Hill Country Memorial, health care, 2014

St. David's HealthCare, health care, 2014

Lockheed Martin Missiles and Fire Control, manufacturing, 2012

City of Irving, nonprofit, 2012

Freese and Nichols, Inc., small business, 2010

K&N Management, small business, 2010

Park Place Lexus, small business, 2005

Richland College, education, 2005

Texas Nameplate Co., small business, 2004 and 1998

Branch-Smith Printing, small business, 2002

Clarke America Checks, Inc., manufacturing, 2001

KARLEE Company, Inc., manufacturing, 2000

STMicroelectronics, Inc. Region Americas, manufacturing, 1999

GTE Directories Corp. (d/b/a Verizon Information Services), service, 1994

Texas Instruments Inc. Defense Systems and Electronics Group, (now part of Raytheon Systems Co.), manufacturing, 1992

Marlow Industries, Inc., small business, 1991

Wallace Company, Inc., small business, 1990

Success Story

Memorial Hermann Sugarland Hospital

Memorial Hermann Sugar Land Hospital is a 149-bed, full-service acute care community hospital located in Sugar Land, Texas, southwest of Houston. The organization excels by "bringing together quality, safety, and a family-caring-for-family approach" that "sets the pace for the hospital of tomorrow." It is also the anchor for more than 20 associated care centers in the area that provide primary and specialty care services. Staffed by 641 employees, Memorial Hermann Sugar Land operates with a revenue of \$135 million.

Highlights

- Top 10% nationally for emergency center arrival-to-discharge time, compliance with regulations to reduce medication errors, bed turnaround times, radiology and laboratory result turnaround times, and the use of computerized physician order entry
- 90% retention for employee partners, 100% for physician partners, and 90% for volunteer partners, all comparable to or exceeding national benchmarks
- 90th percentile for patients saying they were "likely to recommend" day surgery, emergency care, gynecology, orthopedics, and women's health

Quality Texas Foundation

The Alliance for Performance Excellence (www.BaldrigeAlliance.org) is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

The Quality Texas Foundation (QTF; www.quality-texas.org) began in 1992 to assist individuals and organizations in continuous improvement efforts centered around the Baldrige Framework. QTF also offers a Leadership Development Program, Strategic Planning, Customer Service, Pre-Examiner and Regular Examiner Training events, and Workforce types of training and consulting.

Texas Award for Performance Excellence Recipients, 2013–2017

Alamo Colleges District Support Operations	R.O.C.K. (Ride On Center for Kids) (Progress)
Memorial Hermann Katy Hospital	San Antonio College (Progress)
Memorial Hermann Sugar Land Hospital	Workforce Solutions for North Central Texas (Progress)
Methodist Health System	Texas Association of School Business Officials (Progress)
Palo Alto College	Professional Engineers (Progress)
Baylor Heart and Vascular Hospital	Taylor Independent School District (Progress)
Methodist Healthcare System of San Antonio	Memorial Hermann Greater Heights Hospital (Progress)
CHRISTUS Health Ark-La-Tex	(Commitment)
Goodwill Industries of Central Texas	Texas Hospital Association (Commitment)
Texas Health Resources	City of Coppell (Commitment)
Jason's Deli (Achievement)	Kohl's Digital Commerce Customer Care (Commitment)
City of Tyler (Achievement)	Huitt-Zollars, Inc. (Engagement)
Memorial Hermann Memorial City (Achievement)	Texas A&M University (Engagement)
St. Philips College (Achievement)	Tyler Junior College School of Professional and Technical
City of Austin, Building Services Department (Progress)	Programs (Engagement)
City of El Paso (Progress)	Habitat for Humanity of Williamson County, Inc. (Pioneer)
Houston Community College (Progress)	Lyndon B. Johnson Hospital (Pioneer)
Peterson Regional Medical Center (Progress)	Oncor (Pioneer)
Radiation Detection Company (Progress)	

Success Story

Memorial Hermann Katy Hospital

Serving the Katy area for 35 years, Memorial Hermann Katy Hospital features a 208-bed facility and a medical staff with disciplines spanning 38 specialties. Enhancing the campus is a new patient tower with more than 60 new patient rooms including intermediate care and intensive care units as well as a new level III neonatal ICU, cardiac telemetry unit, ambulatory services, cardiac catheterization lab, antepartum rooms and a pediatric unit. As an organization, Memorial Hermann Katy has been on a journey of high reliability, with a main focus on patient safety.

Highlights

- Since 2012, has been 1 of 182 hospitals nationwide to win the "Straight A" Hospital Safety Score Card
- Won the National Surgical Quality Improvement Program Meritorious Award (of 3 in state)
- Won the Health Grades Patient Safety Excellence Award
- Achieved > 90% inpatient satisfaction with staff responsiveness and nurse communication for five years
- Achieved top-decile results for employment engagement indicators and employee engagement by key drivers