



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

- **87 Texas applicants for the Baldrige Award (2005–2018)**
- **4 Texas award applicants in 2017–2018 represent 13,414 jobs, 32 work locations, over \$868 million in revenues/budgets, and an estimated 684,800 customers served.**
- **22 Baldrige examiners from Texas volunteered about \$495,000 in services in 2018.**

Texas National Role Models

Alamo Colleges District, education, 2018

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



Alamo Colleges District is the largest provider of higher education in South Texas. Its five independent colleges provide two-year degrees that focus on preparing students to transfer to baccalaureate-granting institutions and workforce development programs that help build new careers and meet the needs of business; 10 education and training centers that offer a wide range of education and training for the community and military; and three district support operations centers.

Highlights

- 150% increase in 4-year graduation rate, the best in the state
- Increase in scholarship awardees from 580 to 2,175, and increase in amount from \$500,000 to over \$2 million
- Doubling in number of degrees and certificates awarded over 4 years, 3 times the state norm
- 88.4% student satisfaction with the overall educational experience, more than 2 points higher than the national norm

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) helps businesses, hospitals, schools, government agencies, and nonprofits improve performance. We educate, train, assess, provide feedback, and recognize organizations committed to a journey of excellence. QTF has a wide range of products and services, including writing seminars, leadership, strategic planning, and workforce engagement training.

Texas Award for Performance Excellence Recipients, 2013–2018

Governor's Award for Performance Excellence

Alamo Colleges District Support Operations

Memorial Hermann Katy Hospital

Memorial Hermann Memorial City Medical Center

Memorial Hermann Sugar Land Hospital

Methodist Health System

Palo Alto College

Baylor Heart and Vascular Hospital

Methodist Healthcare System of San Antonio

CHRISTUS Health Ark-La-Tex

Goodwill Industries of Central Texas

St. Philip's College

Texas Health Resources

Achievement

Jason's Deli

City of El Paso

City of Tyler

Peterson Health

Radiation Detection Company

Memorial Hermann Greater Heights

Progress

City of Austin, Building Services

Houston Community College

Radiation Detection Company

R.O.C.K. (Ride On Center for Kids)

San Antonio College

Workforce Solutions for North Central Texas

Texas Association of School Business Officials

Texas Hospital Association

Professional Engineers

Taylor Independent School District

Commitment

City of Coppell

Dallas County Facilities Management

Huitt-Zollars, Inc.

InGenesis Inc.

Kohl's Digital Commerce

Customer Care

MSP Service Line

Santanna Energy Services

Shop LC

Engagement

Habitat for Humanity of Williamson County, Inc.

Northeast Lakeview College

Texas A&M University

Tyler Junior College School of Professional and Technical Programs

Pioneer

Lyndon B. Johnson Hospital

NACE International

Oncor

Success Story

Memorial Hermann Memorial City Medical Center

Since 1971, Memorial Hermann Memorial City Medical Center has been providing health care to the residents of Greater and West Houston. Located on a campus that combines an advanced hospital complex with an exclusive hotel and retail center, Memorial Hermann Memorial City serves the community with 444 licensed beds, 1,717 employees, and 1,325 affiliated physicians.

Highlights

- Recognition from the American Nurses Credentialing Center Magnet Recognition Program, 100 Top Hospitals®, IBM Watson Health™
- Medicare.gov 5-Star Rating for Overall Hospital Quality
- Improvement from almost 40 minutes to less than 15 minutes over the past three years in time from Emergency Department arrival to diagnostic evaluation
- A1 and A+ ratings from Moody's and S&P, respectively