



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 Minnesota

- **25 Minnesota applicants for the Baldrige Award (2005–2020)**
- **2 Minnesota award applicants in 2018–2020 represent 1,690 jobs, 66 work locations, about \$268 million in revenues/budgets, and about 289,000 customers served.**
- **7 Baldrige examiners from Minnesota volunteered about \$157,500 in services in 2020.**

Minnesota National Role Models

3M Dental Products Division, manufacturing, 1997
BI, service, 1999

Cargill Corn Milling North America, manufacturing, 2008
Custom Research Inc., small business, 1996

IBM Rochester, manufacturing, 1990

Sunny Fresh Foods, Inc. (now Cargill Kitchen Solutions),
small business, 1999; manufacturing, 2005

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

Success Story



Cargill Corn Milling North America (CCM), a business unit within Cargill Inc., manufactures corn- and sugar-based food, including whole-grain corn meal and corn oil; animal feed; and fermentation products, including ethanol, dextrose, and acidulants. 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 four decades, CCM grew from processing 10,000 bushels of corn each day to processing more than 1 million bushels of corn each day.

Highlights

- 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.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.

Founded in 1987, the Performance Excellence Network (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.

2013–2019 Minnesota Performance Excellence Award Recipients

Excellence

Benedictine Health System
Cardinal of Minnesota
LifeSource
Minnesota Pollution Control Agency
Winona Health

Achievement

Austin Public Schools
Rochester Community and Technical College

Advancement

Du Fresne Manufacturing Company
The Goodman Group
Johnson Memorial Health Services

Marshall Public Schools
Mayo Clinic Health System, SE Region
Minnesota Pollution Control Agency
Olmsted Medical Center
River's Edge Hospital
Walden University School of Management

Commitment

Episcopal Homes of Minnesota
Hennepin Technical College
Huberty Performance Learning LLC
Seagate Technology
Southeast Service Cooperative

Communities of Excellence Participants in Minnesota

The [Communities of Excellence Learning Collaborative](#) introduces communities to the Baldrige-based Communities of Excellence Framework. The framework promotes collaboration across key sectors and aligns the efforts of the businesses, organizations, school systems, and governmental organizations communitywide to implement and sustain community change.

Central Minnesota

AHCA/NCAL National Quality Award Recipients 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.

Cedars at St. Louis Park, a Villa Center (Bronze, 2020)
Cornerstone Nursing & Rehab. Center (Bronze, 2020)
Edgebrook Care Center (Bronze, 2019)
Fairway Pines Senior Living (Bronze, 2020)
Galtier, a Villa Center (Bronze, 2020)
Glenwood Estates (Bronze, 2020)
Good Samaritan Society—Bethany (Bronze, 2020)
Good Samaritan Society—Howard Lake (Bronze, 2020)
Good Samaritan Society—Jackson (Bronze, 2020)
Good Samaritan Society—Luverne (Bronze, 2020)
Good Samaritan Society—Pine River (Silver, 2020)
Home Front First Assisted Living—Rosewood
(Bronze, 2020)

Lakewood Manor (Bronze, 2020)
Lakewood Pines (Bronze, 2020)
The Legacy of St. Anthony (Bronze, 2020)
The Lodge of Howard Lake (Bronze, 2020)
McIntosh Senior Living (Bronze, 2020)
New Perspective Senior Living of Faribau (Bronze, 2020)
Park River Estates Care Center (Bronze, 2020)
Pierz Villa (Silver, 2020)
Polar Ridge Senior Living (Bronze, 2020)
Robbinsdale, a Villa Center (Bronze, 2020)
Rose of Sharon, a Villa Center (Bronze, 2020)
Sterling Pointe Senior Living (Silver, 2020)
Valley Care & Rehab. (Bronze, 2020)