



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 Oklahoma

- **16 Oklahoma applicants for the Baldrige Award (2005–2020)**
- **3 Oklahoma award applicants in 2017–2020 represent 721 jobs, 14 work locations, more than \$348 million in revenues/budgets, and an estimated 15,000 customers served.**
- **5 Baldrige examiners from Oklahoma volunteered about \$112,500 in services in 2020.**

Oklahoma National Role Models

The Bama Companies, manufacturing, 2004

Jenks Public Schools, education, 2005

MESA Products, Inc., small business, 2012, 2006, and 2020

Tri County Tech, education, 2018

Success Story



MESA provides products and services to control or prevent corrosion and to maintain the structural integrity of assets, which are primarily steel pipelines, storage, and processing facilities supporting the nation's energy infrastructure. Products and services are mostly related to an electrochemical form of corrosion control called cathodic protection (CP). With 2019 revenue of \$90 million and a workforce of 260 employees, MESA is headquartered in Tulsa.

Highlights

- Improvement of cumulative growth relative to competitors of 40% over five years, with growth outpacing five competitors
- Increase in overall revenue per employee from \$320,000 in 2014 to \$370,000 in 2019, nearly \$100,000 more than a competitive benchmark
- Key customer retention of 100% in its Services segment since 2018, and 97% in its Materials segment from 2017 to 2019
- Average customer satisfaction for services of more than 4.5 out of 5 since 2017

Oklahoma Quality Award 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 Oklahoma Quality Foundation (www.oklahomaquality.com), founded in 1994, focuses on developing and recognizing organizations that achieve and sustain proven world-class performance and results. It is patterned after the prestigious Malcolm Baldrige National Quality Award administered by the U.S. Department of Commerce and enables all Oklahoma companies and organizations access to apply for the national award. Its mission is to be a catalyst for building better organizations across Oklahoma by inspiring role model performance and results.

2013–2020 Oklahoma Quality Award Recipients

Leadership in Excellence

INTEGRIS Health
Metro Technology Centers
Oklahoma City Indian Clinic
Video Gaming Technologies
Tri County Technology Center

Achievement of Excellence

Moore Norman Technology Center
MTM Recognition, Inc.
Southern Oklahoma Technology Center

Commitment to Excellence

Choctaw Nation Health Services Authority
Leader Communications, Inc.
Tulsa City-County Library
Tulsa Regional Chamber of Commerce

Foundation of Excellence

City of Tulsa
Head Country, Inc.

Success Story



Oklahoma City Indian Clinic (OKCIC) is medical home to nearly 19,000 American Indians in central Oklahoma, providing culturally sensitive health and wellness services from talented and devoted providers. With a vision “to be the national model for American Indian health care,” OKCIC serves American Indians from any federally recognized tribe.

Highlights

- Diabetes-related metrics, including A1C, blood pressure control, nephropathy, and retinopathy assessment, trending above the national benchmark for Indian Health Services organizations
- First urban clinic to win the American Pharmacists Association National Immunization Champion Award
- Lowest cost per prescription compared to the top five sites with the highest Consolidated Mail Outpatient Pharmacy volume.

AHCA/NCAL National Quality Award Recipients 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.

Accel at Crystal Park (Bronze, 2019)
Arbor Village (Bronze, 2020)
Broadway Manor Nursing Home (Bronze, 2018)
Brookwood Skilled Nursing and Therapy (Bronze, 2019)
Country Gardens Asst. Living Community (Silver, 2020)
Eastgate Village Retirement Center (Bronze, 2018)
Franciscan Villa (Bronze, 2020)
Ft. Gibson Nursing Home (Bronze, 2018)
The Gardens (Bronze, 2019)
Garland Road Nursing and Rehab. Center (Bronze, 2017)
Glenwood Skilled Nursing and Therapy (Bronze, 2019)
Golden Age Nursing Home (Silver, 2019)
Grace Living Center (Bronze, 2019)
Grace Living Center Tahlequah University NW (Bronze, 2020)
Gregston Nursing Home (Bronze, 2017)
Grove Nursing Center (Bronze, 2019)
Heritage Skilled Nursing and Therapy (Bronze, 2019)

Kingwood Skilled Nursing and Therapy (Bronze, 2019)
Mangum Skilled Nursing and Therapy (Bronze, 2019)
Medicalodge of Dewey (Bronze, 2020)
Mid-Del Skilled Nursing and Therapy (Bronze, 2019)
Noble Health Care Center (Bronze, 2019)
Rebold Manor (Bronze, 2019)
Salina Care Center (Bronze, 2020)
Senior Village Healthcare Center (Bronze, 2019)
Sequoyah Pointe Living Center (Bronze, 2020)
Shawnee Care Center (Bronze, 2020)
Southern Oaks Care Center (Bronze, 2020)
The Suites at Elmbrook (Bronze, 2018)
The Timbers Skilled Nursing and Therapy (Bronze, 2020)
Tulsa Nursing Center (Bronze, 2020)
The Village at Southern Hills (Silver, 2018)
Walnut Grove Living Center (Bronze, 2018)
The Wilshire Skilled Nursing and Therapy (Bronze, 2019)