



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

- **15 Oklahoma applicants for the Baldrige Award (2005–2018)**
- **3 Oklahoma award applicants in 2017–2018 represent 721 jobs, 14 work locations, more than \$348 million in revenues/budgets, and an estimated 15,000 customers served.**
- **7 Baldrige examiners from Oklahoma volunteered more than \$157,000 in services in 2018.**

Oklahoma National Role Models

Tri County Tech, education, 2018

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

Jenks Public Schools, education, 2005

The Bama Companies, manufacturing, 2004

Success Story



One of 29 public technology centers in the Oklahoma Career and Technical Education System, Tri County Tech (TCT) serves the residents of three counties. It provides high school programs, adult programs, customized business and industry training, and conference and event meeting services. Program offerings include pre-engineering, medicine & bioscience, culinary arts, cosmetology, early child care education, automotive technology, precision machining, construction technology, auto collision repair, marketing management, computer repair, networking, and welding. TCT also offers a Practical Nursing Program and Dental Hygiene Program

Highlights

- Top 25% nationally for completion/retention and placement for students after graduation for 8 years
- Top state completion/retention rate for full-time students in 5 of the 7 years
- 70% of high school program graduates moving on to further education in college or adult technical schools
- Top 10 % nationally over 5 years for workforce engagement, based on the GPTW survey

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.

Oklahoma Quality Foundation (www.oklahomquality.com) is a catalyst for building better organizations across Oklahoma by inspiring role-model performance and sharing best practices. We do this by administering an awards process based on the nation's highest presidential award for organizational performance excellence, the Baldrige Award.

2013–2018 Oklahoma Quality Award Recipients

INTEGRIS Health (Leadership in Excellence)
Metro Technology Centers (Leadership in Excellence)
Oklahoma City Indian Clinic (Leadership in Excellence)
Video Gaming Technologies (Leadership in Excellence)
Tri County Technology Center (Leadership in Excellence)
Leader Communications, Inc. (Commitment to Excellence)
Tulsa City-County Library (Commitment to Excellence)
Moore Norman Technology Center (Achievement of Excellence)

MTM Recognition, Inc. (Achievement of Excellence)
Southern Oklahoma Technology Center (Achievement of Excellence)
City of Tulsa (Foundation of Excellence)
Head Country, Inc. (Foundation of Excellence)
Tulsa Regional Chamber of Commerce (Foundation of Excellence)
Tulsa City-County Library (Pursuit of Excellence)
Centek, Inc. (Journey to Excellence)
Head Country, Inc. (Journey to Excellence)



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 is a distinctive organization serving 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

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.

Arbor Village Nursing & Rehab. Center (Bronze, 2015)
Artesian Home (Bronze, 2016)
Beadles Nursing Home (Bronze, 2015)
Cottage 2 (Bronze, 2016)
Country Gardens Assisted Living (Bronze, 2017)
Country Lane Cottage 3 (Bronze, 2014)
Country Lane Cottage 4 (Bronze, 2014)
Broadway Manor Nursing Home (Bronze, 2018)
Country Lane ICF-IID (Bronze, 2016)
Eastgate Village Retirement Center (Bronze, 2018)
Elmbrook Home (Bronze, 2016)
Franciscan Villa (Bronze, 2016)
Ft. Gibson Nursing Home (Bronze, 2018)
Garland Road Nursing & Rehab Center (Bronze, 2017)
Golden Age Nursing Home (Bronze, 2017)
Golden Oaks Village of Stillwater (Bronze, 2017)

Gregston Nursing Home (Bronze, 2017)
Heartsworth House Assisted Living (Bronze, 2017)
Lakeland Manor (Bronze, 2015)
Meridian Healthcare (Bronze, 2015)
Meridian Nursing Home (Silver, 2017)
North County Nursing & Rehabilitation (Bronze, 2016)
Perry Green Valley Nursing Home (Bronze, 2017)
Ranchwood Nursing Center (Bronze, 2017)
Southbrook Healthcare (Bronze, 2016)
The Suites at Elmbrook (Bronze, 2018)
The Village at Southern Hills (Silver, 2018)
Walnut Grove Living Center (Bronze, 2018)
Westbrook Healthcare, Inc. (Bronze, 2017)
Whispering Oaks (Bronze, 2015)
Woodview Home (Bronze, 2017)