



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

- **13 Oklahoma applicants for the Baldrige Award (2005–2017)**
- **2 Oklahoma award applicants in 2017 represent 494 jobs, 5 work locations, more than \$258 million in revenues/budgets, and over 15,000 customers served.**
- **9 Baldrige examiners from Oklahoma volunteered \$136,000 in services in 2017.**

Oklahoma National Role Models

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

Jenks Public Schools, education, 2005

The Bama Companies, manufacturing, 2004

Success Story



MESA is a small, privately held business that designs, manufactures, and installs cathodic protection systems that control the corrosion of metal surfaces in underground and submerged structures, such as pipelines and tanks. MESA sells products and materials nationwide; technical and installation services are provided regionally. The company's headquarters and production facility are based in Tulsa and grew from a one-man service company in 1979 to a workforce of 75 in 2006.

Highlights

- 93% increase in sales
- 94% of customers preferring to do business with MESA than with its competitors
- 100% retention of key customers over 5 years
- 97% on-time shipping rate; 50% decrease in error rates
- 17% increase in productivity (measured by revenue per employee) over 5 years
- Higher scores than the industry norm on 17 employee satisfaction attributes (top 10% of companies surveyed)

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 purpose of the Oklahoma Quality Award Foundation (www.oklahomquality.com) is to be a leading catalyst for economic prosperity in Oklahoma by promoting the principles of performance excellence and sharing of best practices. OQAF is a not-for-profit, 501c(3) organization, supported by a community of sponsors, members, and volunteers who passionately contribute time, money and resources to help improve the performance of organizations across Oklahoma.

2013–2017 Oklahoma Quality Award Recipients

INTEGRIS Health (Leadership in Excellence)
Metro Technology Centers (Leadership in Excellence)
Video Gaming Technologies (Leadership in Excellence)
Tri County Technology Center (Leadership in Excellence)
Leader Communications, Inc. (Commitment to Excellence)
Oklahoma City Indian Clinic (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)
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)

Success Story



Metro Technology Centers provides cutting-edge, hands-on skilled training and career and technical education that prepares youth and adults for a wide range of careers. Metro Tech is the only 2-time recipient of Oklahoma's highest award for performance excellence, receiving it in 2010 and 2015. That sustained commitment to excellence has benefited the high school students, adults, and employers that it serves, primarily in the northeast inner urban region of Oklahoma City. Of the high school students attending Metro Tech, over two-thirds are considered “at risk,” which makes its mission to “prepare students for successful employment and life in a global society” all the more important.

Highlights

- One of the highest completion rates in the Oklahoma career and technical education system
- Workforce engagement in the top 2% of benchmark comparisons

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 & Rehabilitation Center (Bronze, 2015)
Artesian Home (Bronze, 2016)
Beadles Nursing Home (Bronze, 2015)
Country Lane ICF-IID (Bronze, 2016)
Elmbrook Home (Bronze, 2016)
Franciscan Villa (Bronze, 2016)
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)

Cottage 2 (Bronze, 2016)
Country Gardens Assisted Living (Bronze, 2017)
Country Lane Cottage 3 (Bronze, 2014)
Country Lane Cottage 4 (Bronze, 2014)
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 Village at Southern Hills (Bronze, 2017)
Westbrook Healthcare, Inc. (Bronze, 2017)
Whispering Oaks (Bronze, 2015)
Woodview Home (Bronze, 2017)