



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

- **24 Minnesota applicants for the Baldrige Award (2005–2018)**
- **1 Minnesota award applicant in 2018 represents 1,193 jobs, 4 work locations, about \$250 million in revenues/budgets, and about 289,000 customers served.**
- **9 Baldrige examiners from Minnesota volunteered over \$202,000 in services in 2018.**

## Minnesota National Role Models

Cargill Corn Milling North America, manufacturing, 2008  
Sunny Fresh Foods, Inc. (now Cargill Kitchen Solutions),  
small business, 1999; manufacturing, 2005  
BI, service, 1999  
3M Dental Products Division, manufacturing, 1997

Custom Research Inc., small business, 1996  
Zytec Corporation (now part of Artesyn Technologies),  
manufacturing, 1991  
IBM Rochester, manufacturing, 1990

## 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](http://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 (formerly the Minnesota Council for Quality; [www.performanceexcellencenetwork.org](http://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.

## 2013–2018 Minnesota Performance Excellence Award Recipients

Benedictine Health System (Excellence)  
Cardinal of Minnesota (Excellence)  
LifeSource (Excellence)  
Winona Health (Excellence)  
Rochester Community & Technical College (Achievement)  
Du Fresne Manufacturing Company (Advancement)  
The Goodman Group (Advancement)  
Johnson Memorial Health Services (Advancement)

Marshall Public Schools (Advancement)  
Mayo Clinic Health System, SE Region (Advancement)  
Minnesota Pollution Control Agency (Advancement)  
Olmsted Medical Center (Advancement)  
Seagate Technology (Advancement)  
Austin Public Schools (Commitment)  
Hennepin Technical College (Commitment)  
Southeast Service Cooperative (Commitment)

### Success Story



Winona Health is a nonprofit health care system based in Winona, Minnesota. It operates a 99-bed hospital, a 140-bed nursing home, and 80 beds for assisted living and memory care. With more than 1,100 employees and 60 physicians and associate providers, Winona Health provides 13 specialties.

## 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.

All Saints Senior Living (Bronze, 2017)  
Arbor Oaks Senior Living (Bronze, 2017)  
Benedictine Living Community of St. Peter  
(Bronze, 2018)  
Birchwood Senior Living (Bronze, 2018)  
Colonial Manor Nursing Home (Bronze, 2017)  
Country View Senior Living Community (Silver, 2017)  
Edgebrook Care Center (Bronze, 2017)  
Foley Nursing Center (Bronze, 2018)  
Fond Du Lac Assisted Living (Bronze, 2018)  
Good Samaritan Society—Ambassador (Silver, 2018)  
Good Samaritan Society—Bancroft Creek (Bronze, 2017)  
Good Samaritan Society—BattleLake (Bronze, 2017)  
Good Samaritan Society—Heritage Place (Silver, 2018)  
Good Samaritan Society—International Falls  
(Bronze, 2017)  
Good Samaritan Society—Inver Grove Heights  
(Bronze, 2018)  
Good Samaritan Society—Maplewood (Bronze, 2017)  
Good Samaritan Society—Mountain Lake (Bronze, 2017)  
Good Samaritan Society—Pine River (Bronze, 2017)  
Good Samaritan Society—Pipestone (Bronze, 2018)  
Good Samaritan Society—Specialty Care (Silver, 2017)  
Good Samaritan Society—Stillwater (Bronze, 2018)  
Good Samaritan Society—Westbrook (Bronze, 2018)  
Good Samaritan Society—Windom (Bronze, 2018)  
Good Samaritan Society—Woodland (Bronze, 2018)  
Heritage Pointe Senior Living (Bronze, 2017)

Maple Lawn Senior Care (Bronze, 2017)  
Minnesota Masonic Home Care Center (Silver, 2017)  
Oak Terrace Assisted Living of North Mankato  
(Bronze, 2018)  
Oak Terrace Senior Housing of Jordan (Bronze, 2018)  
Oak Terrace Senior Housing of LeSueur (Bronze, 2018)  
The Oaks (Luverne) (Bronze, 2017)  
Old Main Village (Bronze, 2017)  
Pierz Villa, Inc. (Bronze, 2017)  
Poplar Creek Estates (Bronze, 2017)  
Providence Place (Bronze, 2018)  
The Residence at North Ridge (Silver, 2018)  
Ridge View Estates (Bronze, 2018)  
Riverside Assisted Living of Pillager (Bronze, 2018)  
St. Crispin Living Community: Care Center (Silver, 2017)  
SilverCreek on Main (Bronze, 2018)  
St. Anthony Health Center (Bronze, 2018)  
St. Otto's Care Center (Silver, 2018)  
Sterling Pointe Senior Living LLC (Bronze, 2017)  
Sugar Loaf Senior Living (Bronze, 2017)  
Sunrise of Edina (Bronze, 2017)  
Sunrise of Golden Valley (Bronze, 2017)  
Sunrise of Minnetonka (Bronze, 2017)  
Sunrise of Roseville (Bronze, 2017)  
The Villa at Osseo (Silver, 2017)  
The Villa at St. Louis Park (Bronze, 2017)  
23 Bronze winners, 2016