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 Texas

- **92 Texas applicants for the Baldrige Award (2005–2020)**
- **7 Texas award applicants in 2017–2020 represent 20,968 jobs, 179 work locations, over $879 million in revenues/budgets, and an estimated 3.9 billion customers served.**
- **28 Baldrige examiners from Texas volunteered about $630,000 in services in 2020.**

Texas National Role Models

Alamo Colleges District, education, 2018
Branch-Smith Printing, small business, 2002
City of Irving, nonprofit, 2012
Clarke America Checks, Inc., manufacturing, 2001
Freese and Nichols, Inc., small business, 2010
GTE Directories Corp. (d/b/a Verizon Information Services), service, 1994
Hill Country Memorial, health care, 2014
K&N Management, small business, 2010)
KARLEE Company, Inc., manufacturing, 2000
Lockheed Martin Missiles and Fire Control, manufacturing, 2012
Marlow Industries, Inc., small business, 1991

Memorial Hermann Sugar Land Hospital, health care, 2016
Park Place Lexus, small business, 2005
Richland College, education, 2005
St. David's HealthCare, health care, 2014
STMicroelectronics, Inc. Region Americas, manufacturing, 1999
Texas Instruments Inc. Defense Systems and Electronics Group, (now part of Raytheon Systems Co.), manufacturing, 1992
Texas Nameplate Co., small business, 2004 and 1998
Wallace Company, Inc., small business, 1990

Success Story

Alamo Colleges District is the largest provider of higher education in South Texas. Its five independent colleges provide two-year degrees that focus on preparing students to transfer to baccalaureate-granting institutions and workforce development programs that help build new careers and meet the needs of business; 10 education and training centers that offer a wide range of education and training for the community and military; and three district support operations centers.

Highlights

- 150% increase in 4-year graduation rate, the best in the state
- Increase in scholarship awardees from 580 to 2,175, and increase in amount from $500,000 to over $2 million
- Doubling in number of degrees and certificates awarded over 4 years, 3 times the state norm
- 88.4% student satisfaction with the overall educational experience, more than 2 points higher than the national norm

Baldrige Performance Excellence Program
National Institute of Standards and Technology ● Innovation and Industry Services
www.nist.gov/baldrige ● 301-975-2036 ● baldrige@nist.gov

Quality Texas 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. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

The Quality Texas Foundation (www.quality-texas.org) was organized by the governor in 1994 to use the Baldrige Criteria to improve Texas organizations. We offer writing seminars, leadership training, strategic planning, customer focus training, and workforce development training to accomplish our work. We have six levels of application to allow any type of organization to begin the Baldrige journey.

Texas Award for Performance Excellence Recipients, 2013–2020

Governor's Award
Alamo Colleges
Baylor Heart and Vascular Hospital
CHRISTUS Health Ark-La-Tex
City of El Paso
Goodwill Industries of Central Texas
Memorial Hermann Katy Hospital
Memorial Hermann Memorial City
   Medical Center
Memorial Hermann Sugar Land
   Hospital
Methodist Health System
Methodist Healthcare System of San
   Antonio
Natchitoches Regional Medical
   Center
Palo Alto College
Peterson Health
Radiation Detection Company
St. Philip's College
Texas Health Resources
Achievement
Jason's Deli
City of Austin BSD
City of Tyler
Memorial Hermann Greater Heights

Shop LC
Texas Rehabilitation Hospital
Progress
El Paso County Hospital District
Houston Community College
Huitt-Zollars, Inc.
Northeast Lakeview College
Professional Engineers
R.O.C.K. (Ride On Center for Kids)
San Antonio College
Santanna Energy Services
Texas Association of School Business
   Officials
Texas Hospital Association
Taylor Independent School District
Workforce Solutions for North Central
   Texas
Commitment
City of Coppell
City of Pharr
Dallas County Facilities Management
InGenesis Inc.
Kohl's Digital Commerce
   Customer Care
Logan University
MSP Service Line

New Brinfels Utilities
Sistema De Salud Mennonite -
   Mennonite Health System
Wise Health System
Engagement
Habitat for Humanity of Williamson
   County, Inc.
NACE International
Texas A&M University
Tyler Junior College School of
   Professional and Technical
   Programs
University Medical Center of El Paso
Pioneer
Brock Independent School District
Business Designs
Children at Heart Ministries
Dannenbaum Engineering Company
El Paso Independent School District
Lyndon B. Johnson Hospital
Oncor
Pharr-San Juan-Alamo Independent
   School District
So El Paso
Texas Baptist Children's Home
Veolia's

Featured Recipient

Peterson Health is a not-for-profit, non-tax-supported 124-bed acute care community health system located in the heart of the Texas Hill Country of Kerrville, Texas. It provides exceptional, compassionate patient-centered care through a health care service offerings including inpatient, outpatient, urgent-emergent care, and provider-based services.

Highlights

- Just short of 90% on patient surveys.
- 100% hospice patient treatment preference, ranking in the top 5% nationally
- On inpatient surveys, 80% of all scores either 9 or 10 on a 10-point scale