



# Baldrige in Louisiana

- 8 Louisiana applicants for the Baldrige Award (2005–2020)
- 1 Louisiana award applicant in 2015 represents 1,538 jobs, 9 work locations, an estimated \$1.48 million in revenues/budgets, and roughly 86,000 customers served.

## Baldrige Award Recipient in Louisiana

DynMcDermott Petroleum Operations Company, service, 2005

From 1993 to 2014, DynMcDermott Petroleum Operations Company (now DM Petroleum Operations Company) operated and maintained the U.S. Strategic Petroleum Reserve (SPR), a cache of up to 700 million barrels of crude oil. The U.S. Department of Energy’s (DOE) oil reserve was designed as “energy insurance” against disruptions to the availability of crude oil. With a budget for 2006 of \$113 million and just over 500 employees in Louisiana, Texas, and Mississippi, DM worked exclusively for the DOE. When Hurricane Katrina caused DM to relocate operations from New Orleans to Beaumont, Texas, the SPR began delivering oil within 5 days to refineries in the Gulf Coast region, which normally get oil from the Gulf of Mexico.

### Highlights

- Longest-running management and operations contractor in the SPR’s 30-year history
- Improvement in drawdown readiness from 95% to 99% or better over 3 years
- Improvement in overall customer satisfaction from 67% to 85% (on a 90% scale) over 6 years

## Baldrige-Based Award Programs Serving Louisiana

The [Alliance for Performance Excellence](#) 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 [Quality Texas Foundation](#) (QTF), an Alliance for Performance Excellence member, was organized by the governor in 1994 to use the Baldrige Criteria (part of the Baldrige Excellence Framework) to improve Texas organizations. Today, QTF’s regional program supports Texas, Puerto Rico, Missouri, Kansas, Louisiana, and South Carolina. QTF wide range of offerings include organizational assessment/feedback, recognition/awards, an annual conference, membership opportunities, organization-specific examiner training, applicant training/coaching, writing seminars, site visit training, organizational leadership/examiner training, leadership/strategic planning/customer service/workforce engagement/info. analysis, measures, and building a learning organization training, Communities of Excellence seminars, and faith-based seminars with specific criteria for religious institutions.

The [Louisiana Quality Foundation](#) (LQF), an Alliance for Performance Excellence member, is a state program intended to help Louisiana organizations enhance performance. LQF runs training programs in cooperation with the Quality Texas Foundation program.

The [AHCA/NCAL National Quality Award Program](#), an Alliance for Performance Excellence member, provides a pathway toward performance excellence for providers of long-term and post-acute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

## 2009–2021 Louisiana Performance Excellence Award/Recognition Recipients

### Performance Excellence Award

DM Petroleum Operations  
Lafayette General Medical Center  
Louisiana Organ Procurement Agency  
Natchitoches Regional Medical Center  
Our Lady of Lourdes Regional Medical Center  
St. Elizabeth Hospital

### Level 2 Recognition

Jefferson Louisiana Works Business and Career Solutions Center

### Level 1 Recognition

Dove Group  
Jefferson Parish Community Development Department  
Louisiana Department of Wildlife and Fisheries, Office of Management and Finance  
Louisiana Public Health Institute  
RandH Quality Refractory Services, Inc.  
MMR Group, Incorporated  
New Orleans Track Club  
Ear, Nose, and Throat  
Women’s Hospital of Baton Rouge  
Xavier University Division of Business

## Regional QTF Award Recipient in Louisiana

Natchitoches Regional Medical Center (2022 recipient of the Governor’s Texas Award for Performance Excellence)

## AHCA/NCAL National Quality Award/Recognition Recipients in Louisiana

Bayou Vista Community Care Center (Silver, 2020)  
Belle Maison Nursing and Rehab. Ctr., LLC (Silver, 2021)  
Belle Teche Nursing and Rehab. Ctr., LLC (Silver, 2020)  
Capital Oaks Nursing & Rehab. Ctr. (Silver, 2021)  
Columns Community Care Center (Silver, 2019)  
Cypress Point Nursing & Rehab. Ctr., LLC (Silver, 2019)  
Golden Age Healthcare & Rehab. Ctr. (Silver, 2019)  
Harmony House Nursing & Rehab. Ctr., Inc (Silver, 2019)  
Harvest Manor Nursing Home (Silver, 2020)  
Mason Jardin (Silver, 2022)  
Marrero Healthcare Center (Silver, 2022 and 2019)

New Iberia Manor South (Silver, 2020)  
Patterson Healthcare Center (Silver, 2019)  
Pierremont Healthcare Center (Silver, 2019)  
Plantation Oaks Nursing & Rehab. Ctr., LLC (Silver, 2019)  
Resthaven Nursing & Rehab. Ctr., LLC (Silver, 2019)  
Riverbend Nursing and Rehab. Ctr. (Silver, 2020)  
Southern Oaks Nursing & Rehab. Ctr., LLC (Silver, 2019)  
Sunrise at Siegen (Silver, 2019)  
Sunrise of Metairie (Silver, 2019)  
Thibodaux Healthcare Center (Silver, 2019)

In addition, 4 organizations in Louisiana received Bronze recognition in 2022, 2 organizations received Bronze recognition in 2021, 9 organizations received Bronze recognition in 2020, and 13 organizations received Bronze recognition in 2019.

## Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,791 feedback reports detailing organizational strengths and opportunities for improvement.
- 124 Baldrige Award recipients have shared their role-model practices with other organizations.

- 2010–2021 Baldrige Award applicants represent 687,115 U.S. jobs, 5,086 work sites, more than \$193 billion in revenues/budgets, and about 614 million customers served.
- 103 national Baldrige examiners volunteered roughly \$2.3 million in services in 2022.
- In 2019, 29 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,598 organizations using 1,686 volunteer examiners.

## Sample Achievements by Baldrige Award Recipients

- Average customer satisfaction for services **higher than 4.5 out of 5** since 2017 (MESA)
- **Highest possible credit rating** from Standard & Poor's and Moody's since 1994 (City of Germantown, TN)
- **Growth in revenue** from **\$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice [now Guidehouse])
- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **5-star rating** (the highest) from the Centers for Medicare and Medicaid Services (GBMC HealthCare System)
- **Outperforms local and national comparators** for attainment of associate degrees and certificates by **more than 200%** (Howard Community College)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)

## The Baldrige Performance Excellence Program

Created with Congressional authorization 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.

The data presented, in some cases, are estimates of the best available information.

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