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 Louisiana

- 8 Louisiana applicants for the Baldrige Award (2005–2019)
- 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.

Louisiana National Role Model
DynMcDermott Petroleum Operations Company, service, 2005

Success Story
DynMcDermott Petroleum Operations Company

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

Louisiana Quality 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 Division of Business at Xavier University of Louisiana prepares tomorrow’s socially responsible business leaders. Their faculty and staff are dedicated to helping students develop their skills and reach their career potential. The commitment to Baldrige is based on the realization that it takes more than academic programs to meet the division’s mission; it requires excellence in all the division’s processes. The Louisiana Performance Excellence Award (www.louisianaquality.org), in conjunction with the Business Division’s Baldrige-based accreditation by the Accreditation Council for Business Schools and Programs, provides a framework to ensure the division examines every aspect of its operational and educational systems and processes.
2009–2019 Louisiana Performance Excellence Award Recipients

Performance Excellence Award
DM Petroleum Operations
Lafayette General Medical Center
Our Lady of Lourdes Regional Medical Center
St. Elizabeth Hospital

Level 1
Dove Group
Jefferson Parish Community Development Department
Louisiana Department of Wildlife & Fisheries, Office of Management & Finance
Louisiana Public Health Institute
R&H Quality Refractory Services, Inc.
MMR Group, Incorporated
New Orleans Track Club
Ear, Nose, & Throat
Women’s Hospital of Baton Rouge
Xavier University Division of Business

Level 2
Jefferson Louisiana Works Business & Career Solutions Center
Louisiana Organ Procurement Agency
Natchitoches Regional Medical Center

AHCA/NCAL National Quality Award Recipients in Louisiana

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.

Affinity Nursing & Rehab. Center (Bronze, 2018)
Ascension Oaks Nursing & Rehab. Center (Silver, 2018)
Audubon Health and Rehab (Bronze, 2019)
Baton Rouge Health Care Center (Bronze, 2019)
Belle Teche Nursing & Rehab. Center, LLC (Bronze, 2018)
Capital Oaks Nursing & Rehab. Center (Bronze, 2019)
The Care Center (Bronze, 2019)
Carrington Place of Baton Rouge (Bronze, 2018)
Carrington Place of Springhill (Bronze, 2018)
Chateau D’Ville House Rehab & Retirement (Bronze, 2019)
Chateau Living Center (Bronze, 2019)
Claiborne Healthcare Center (Bronze, 2018)
Colonial Care Retirement Center (Bronze, 2018)
The Columns Community Care Center (Silver, 2019)
Cypress Point Nursing & Rehab. Center, LLC (Silver, 2019)
Forest Manor of Covington (Bronze, 2019)
Golden Age Healthcare & Rehab. Center (Bronze, 2018; Silver, 2019)
Gonzales Healthcare Center (Silver, 2018)
Harmony House Nursing & Rehab. Center (Silver, 2019)
Harvest Manor Nursing Home (Bronze, 2019)
Heritage Manor of Opelousas (Bronze, 2019)
Heritage Manor of Slidell (Bronze, 2019)
Heritage Manor West Nursing & Rehab. Center (Bronze, 2019)
Jefferson Manor Nursing & Rehab. Center (Silver, 2018)
Landmark Nursing & Rehab. Center of West Monroe (Silver, 2018)
Magnolia Manor Nursing & Rehab. Center (Silver, 2018)
Maison Jardin (Silver, 2018)
Many Healthcare North Many (Silver, 2018)
Marrero Healthcare Center (Bronze, 2018; Silver, 2019)
Morgan City Healthcare Center (Bronze, 2018)
Naomi Heights & Rehab. Center, LLC (Silver, 2018)
Natchitoches Community Care Center (Bronze, 2018)
New Iberia Manor South (Bronze, 2019)
Nottingham Regional Rehab. Center (Bronze, 2018)
Oak Haven Community Care Center (Silver, 2018)
Old Jefferson Community Care Center (Silver, 2018)
Our Lady of Wisdom (Bronze, 2019)
Patterson Healthcare Center (Silver, 2019)
Pierremont Healthcare Center (Bronze, 2018; Silver, 2019)
Plantation Oaks Nursing & Rehab. Center (Silver, 2019)
Pointe Coupee Healthcare (Bronze, 2019)
Resthaven Nursing & Rehab. Center (Silver, 2019)
Riviere de Soleil CCC/Rio Sol NH (Silver, 2018)
Senior Village Nursing & Rehab. Center (Bronze, 2019)
Southern Oaks Nursing & Rehab. Center (Silver, 2019)
St. Joseph Harahan Nursing & Rehab. (Bronze, 2018)
Sunrise at Siegen (Silver, 2019)
Sunrise of Metairie (Silver, 2019)
Thibodaux Healthcare Center (Silver, 2019; Bronze, 2018)
Twin Oaks Nursing Home (Bronze, 2018)
Unity Nursing & Rehab. Center (Bronze, 2018)
The Woodlands Healthcare Center (Bronze, 2019)