



Baldrige in Minnesota

- 25 Minnesota applicants for the Baldrige Award (2005–2020)
- 2 Minnesota award applicants in 2018–2020 represent 1,690 jobs, 66 work locations, about \$268 million in revenues/budgets, and about 289,000 customers served.
- 4 Baldrige examiners from Minnesota volunteered about \$90,000 in services in 2021, and 4 Baldrige examiners from Minnesota volunteered about \$90,000 in services in 2022.

Baldrige Award Recipients in Minnesota

3M Dental Products Division, manufacturing, 1997
BI, service, 1999

Cargill Corn Milling North America, manufacturing, 2008
Custom Research Inc., small business, 1996
IBM Rochester, manufacturing, 1990

Sunny Fresh Foods, Inc. (now Cargill Kitchen Solutions),
small business, 1999; manufacturing, 2005

Zytec Corporation (now part of Artesyn Technologies),
manufacturing, 1991

Featured Baldrige Award Recipient



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%

Baldrige-Based Award Programs Serving Minnesota

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.

[Performance Excellence Network](#), an Alliance for Performance Excellence member program founded in 1987, is a nonprofit that advances improvement and performance excellence in Minnesota, South Dakota, and North Dakota. The organization identifies strengths and improvement opportunities and build networks that bring information, resources, knowledge, and best practices to organizations, individuals, and communities desiring to improve. The organization serves more than 250 organizations in the upper midwest region of the United States.

The [Communities of Excellence Learning Collaborative](#), an Alliance for Performance Excellence member program, introduces communities to the Baldrige-based Communities of Excellence Framework. The framework promotes collaboration across key sectors and aligns the efforts of the businesses, organizations, school systems, and governmental organizations communitywide to implement and sustain community change.

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.

2013–2020 State Award/Recognition Recipients

Excellence

Benedictine Health System
Cardinal of Minnesota
LifeSource
Minnesota Pollution Control Agency
Winona Health

Achievement

Austin Public Schools
River’s Edge Hospital
Rochester Community and Technical College
South Dakota Department of Transportation

Advancement

Du Fresne Manufacturing Company
The Goodman Group
Johnson Memorial Health Services

Marshall Public Schools
Mayo Clinic Health System, SE Region
Minnesota Pollution Control Agency
Olmsted Medical Center
River’s Edge Hospital
Walden University School of Management

Commitment

Apple Autos
Central Minnesota Community of Excellence
Episcopal Homes of Minnesota
Hennepin Technical College
Huberty Performance Learning LLC
Seagate Technology
Southeast Service Cooperative

Communities of Excellence Participant in Minnesota

Central Minnesota

AHCA/NCAL National Quality Award/Recognition Recipients in Minnesota

Boundry Waters Care Center (Bronze, 2022)
Brookview, a Villa Center (Bronze, 2021)
Cedars at St. Louis Park, a Villa Center (Bronze, 2020)
Colonial Manor Nursing Home (Bronze, 2022)
Cornerstone Nursing & Rehab. Center (Bronze, 2020)
Edgebrook Care Center (Bronze, 2019)
Fairway Pines Senior Living (Bronze, 2020)
Galtier, a Villa Center (Bronze, 2020)
Glenwood Estates (Bronze, 2020)
Good Samaritan Society—Ambassador (Silver, 2022)
Good Samaritan Society—Bethany (Bronze, 2020)
Good Samaritan Society—Howard Lake (Bronze, 2020)
Good Samaritan Society—Jackson (Bronze, 2020)
Good Samaritan Society—Luverne (Bronze, 2020)
Good Samaritan Society—Pine River (Silver, 2020)
Home Front First Assisted Living—Rosewood
(Bronze, 2020)

Lakewood Health System Care Center (Silver, 2022)
Lakewood Manor (Bronze, 2020)
Lakewood Pines (Bronze, 2020)
The Legacy of St. Anthony (Bronze, 2020)
The Lodge of Howard Lake (Bronze, 2020)
McIntosh Senior Living (Bronze, 2020)
New Perspective Senior Living of Faribau (Bronze, 2020)
Oakland Park Communities (Silver, 2021)
Park River Estates Care Center (Bronze, 2020)
Pierz Villa (Silver, 2020)
Polar Ridge Senior Living (Bronze, 2020)
Robbinsdale, a Villa Center (Bronze, 2020)
Rose of Sharon, a Villa Center (Bronze, 2020)
Sterling Pointe Senior Living (Silver, 2020)
Valley Care & Rehab. (Bronze, 2020)

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.