



# Baldrige in Oklahoma

- 16 Oklahoma applicants for the Baldrige Award (2005–2020)
- 3 Oklahoma award applicants in 2017–2020 represent 721 jobs, 14 work locations, more than \$348 million in revenues/budgets, and an estimated 15,000 customers served.
- 3 Baldrige examiners from Oklahoma volunteered about \$67,500 in services in 2021, and 1 Baldrige examiner from Oklahoma volunteered about \$22,500 in services in 2022.

## Baldrige Award Recipients in Oklahoma

The Bama Companies, manufacturing, 2004

Jenks Public Schools, education, 2005

MESA Products, Inc., small business, 2020, 2012, and 2006

Tri County Tech, education, 2018

### Featured Baldrige Award Recipient



MESA provides products and services to control or prevent corrosion and to maintain the structural integrity of assets, which are primarily steel pipelines, storage, and processing facilities supporting the nation's energy infrastructure. Products and services are mostly related to an electrochemical form of corrosion control called cathodic protection (CP). With 2019 revenue of \$90 million and a workforce of 260 employees, MESA is headquartered in Tulsa.

### Highlights

- Improvement of cumulative growth relative to competitors of 40% over five years, with growth outpacing five competitors
- Increase in overall revenue per employee from \$320,000 in 2014 to \$370,000 in 2019, nearly \$100,000 more than a competitive benchmark
- Key customer retention of 100% in its Services segment since 2018, and 97% in its Materials segment from 2017 through 2019
- Average customer satisfaction for services of more than 4.5 out of 5 since 2017

## Baldrige-Based Award Programs Serving Oklahoma

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 [Oklahoma Quality Foundation](#), an Alliance for Performance Excellence member founded in 1994, focuses on developing and recognizing organizations that achieve and sustain proven world-class performance and results. It is patterned after the prestigious Malcolm Baldrige National Quality Award administered by the U.S. Department of Commerce and enables all Oklahoma companies and organizations access to apply for the national award. Its mission is to be a catalyst for building better organizations across Oklahoma by inspiring role model performance and results.

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 Oklahoma Quality Award Recipients

### Leadership in Excellence

Chickasaw Nation Department of Health  
INTEGRIS Health  
Metro Technology Centers  
Oklahoma City Indian Clinic  
Video Gaming Technologies  
Tri County Technology Center

### Achievement of Excellence

Moore Norman Technology Center  
MTM Recognition, Inc.  
Southern Oklahoma Technology Center

### Commitment to Excellence

Choctaw Nation health Services Authority  
Leader Communications, Inc.  
Tulsa City-County Library  
Tulsa Regional Chamber of Commerce

### Foundation of Excellence

City of Tulsa  
Head Country, Inc.

## Featured Oklahoma Quality Award Recipient



Oklahoma City Indian Clinic (OKCIC) is the medical home to nearly 19,000 American Indians in central Oklahoma, providing culturally sensitive health and wellness services from talented and devoted providers. With a vision “to be the national model for American Indian health care,” OKCIC serves American Indians from any federally recognized tribe.

### Highlights

- Diabetes-related metrics, including A1C, blood pressure control, nephropathy, and retinopathy assessment, trending above the national benchmark for Indian Health Services organizations
- First urban clinic to win the American Pharmacists Association National Immunization Champion Award
- Lowest cost per prescription compared to the top five sites with the highest Consolidated Mail Outpatient Pharmacy volume.

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

Accel at Crystal Park (Bronze, 2019)  
Arbor Village (Bronze, 2020)  
Brookside Nursing Center (Bronze, 2022)  
Brookwood Skilled Nursing and Therapy (Bronze, 2019)  
Country Gardens Asst. Living Community (Silver, 2020)  
Elmbrook Home (Bronze, 2022)  
Franciscan Villa (Bronze, 2020)  
The Gardens (Bronze, 2019)  
Glenwood Skilled Nursing and Therapy (Bronze, 2019)  
Golden Age Nursing Home (Silver, 2019)  
Grace Living Center (Bronze, 2019)  
Grace Living Center Tahlequah University NW  
(Bronze, 2020)  
Grove Nursing Center (Bronze, 2019)

Heritage Skilled Nursing and Therapy (Bronze, 2019)  
Kingwood Skilled Nursing and Therapy (Bronze, 2019)  
Mangum Skilled Nursing and Therapy (Bronze, 2019)  
Medicalodge of Dewey (Bronze, 2020)  
Mid-Del Skilled Nursing and Therapy (Bronze, 2019)  
Noble Health Care Center (Bronze, 2019)  
North County Nursing and Rehabilitation (Bronze, 2021)  
Rebold Manor (Bronze, 2019)  
Salina Care Center (Bronze, 2020)  
Senior Village Healthcare Center (Bronze, 2019)  
Sequoyah Pointe Living Center (Bronze, 2020)  
Shawnee Care Center (Bronze, 2020)  
Southbrook Healthcare (Bronze, 2022)  
Southern Oaks Care Center (Bronze, 2020)

## AHCA/NCAL National Quality Award/Recognition Recipients in Oklahoma, continued

The Timbers Skilled Nursing and Therapy (Bronze, 2020)  
Tulsa Nursing Center (Bronze, 2020)

Wilkins Health & Rehab Community (Bronze, 2022)  
The Wilshire Skilled Nursing and Therapy (Bronze, 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.