Baldrige in Texas

- **87 Texas applicants for the Baldrige Award (2005–2018)**
- **4 Texas award applicants in 2017–2018 represent 13,414 jobs, 32 work locations, over $868 million in revenues/budgets, and an estimated 684,800 customers served.**
- **22 Baldrige examiners from Texas volunteered about $495,000 in services in 2018.**

Texas National Role Models

- Alamo Colleges District, education, 2018
- Memorial Hermann Sugar Land Hospital, health care, 2016
- Hill Country Memorial, health care, 2014
- St. David’s HealthCare, health care, 2014
- Lockheed Martin Missiles and Fire Control, manufacturing, 2012
- City of Irving, nonprofit, 2012
- Freese and Nichols, Inc., small business, 2010
- K&N Management, small business, 2010
- Park Place Lexus, small business, 2005
- Richland College, education, 2005
- Branch-Smith Printing, small business, 2002
- Clarke America Checks, Inc., manufacturing, 2001
- KARLEE Company, Inc., manufacturing, 2000
- STMicroelectronics, Inc. Region Americas, manufacturing, 1999
- GTE Directories Corp. (d/b/a Verizon Information Services), service, 1994
- 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
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 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; www.quality-texas.org) helps businesses, hospitals, schools, government agencies, and nonprofits improve performance. We educate, train, assess, provide feedback, and recognize organizations committed to a journey of excellence. QTF has a wide range of products and services, including writing seminars, leadership, strategic planning, and workforce engagement training.

Texas Award for Performance Excellence Recipients, 2013–2018

**Governor’s Award for Performance Excellence**
- Alamo Colleges District Support Operations
- Memorial Hermann Katy Hospital
- Memorial Hermann Memorial City Medical Center
- Memorial Hermann Sugar Land Hospital
- Methodist Health System
- Palo Alto College
- Baylor Heart and Vascular Hospital
- Methodist Healthcare System of San Antonio
- CHRISTUS Health Ark-La-Tex
- Goodwill Industries of Central Texas
- St. Philip’s College
- Texas Health Resources

**Achievement**
- Jason’s Deli

**Commitment**
- City of El Paso
- City of Tyler
- Peterson Health
- Radiation Detection Company
- Memorial Hermann Greater Heights
- City of Austin, Building Services
- Houston Community College
- Radiation Detection Company
- R.O.C.K. (Ride On Center for Kids)
- San Antonio College
- Workforce Solutions for North Central Texas
- Texas Association of School Business Officials
- Texas Hospital Association
- Professional Engineers
- Taylor Independent School District

**Progress**
- Dallas County Facilities Management
- Huitt-Zollars, Inc.
- InGenesis Inc.
- Kohl’s Digital Commerce
- Customer Care
- MSP Service Line
- Santanna Energy Services
- Shop LC

**Engagement**
- Habitat for Humanity of Williamson County, Inc.
- Northeast Lakeview College
- Texas A&M University
- Tyler Junior College School of Professional and Technical Programs
- Pioneer
- Lyndon B. Johnson Hospital
- NACE International
- Oncor

Success Story

**Memorial Hermann Memorial City Medical Center**

Since 1971, Memorial Hermann Memorial City Medical Center has been providing health care to the residents of Greater and West Houston. Located on a campus that combines an advanced hospital complex with an exclusive hotel and retail center, Memorial Hermann Memorial City serves the community with 444 licensed beds, 1,717 employees, and 1,325 affiliated physicians.

**Highlights**
- Recognition from the American Nurses Credentialing Center Magnet Recognition Program, 100 Top Hospitals®, IBM Watson Health™
- Medicare.gov 5-Star Rating for Overall Hospital Quality
- Improvement from almost 40 minutes to less than 15 minutes over the past three years in time from Emergency Department arrival to diagnostic evaluation
- A1 and A+ ratings from Moody’s and S&P, respectively