Baldrige in Texas

- 92 Texas applicants for the Baldrige Award (2005–2020)
- 7 Texas award applicants in 2017–2020 represent 20,968 jobs, 179 work locations, over $879 million in revenues/budgets, and an estimated 3.9 billion customers served.
- 28 Baldrige examiners from Texas volunteered about $630,000 in services in 2020.

Texas National Role Models

Alamo Colleges District, education, 2018
Branch-Smith Printing, small business, 2002
City of Irving, nonprofit, 2012
Clarke America Checks, Inc., manufacturing, 2001
Freese and Nichols, Inc., small business, 2010
GTE Directories Corp. (d/b/a Verizon Information Services), service, 1994
Hill Country Memorial, health care, 2014
K&N Management, small business, 2010)
KARLEE Company, Inc., manufacturing, 2000
Lockheed Martin Missiles and Fire Control, manufacturing, 2012
Memorial Hermann Sugar Land Hospital, health care, 2016
Park Place Lexus, small business, 2005
Richland College, education, 2005
St. David’s HealthCare, health care, 2014
STMicroelectronics, Inc. Region Americas, manufacturing, 1999
Texas Instruments Inc. Defense Systems and Electronics Group, (now part of Raytheon Systems Co.), manufacturing, 1992
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. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or 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 (www.quality-texas.org) was organized by the governor in 1994 to use the Baldrige Criteria to improve Texas organizations. We offer writing seminars, leadership training, strategic planning, customer focus training, and workforce development training to accomplish our work. We have six levels of application to allow any type of organization to begin the Baldrige journey.

Texas Award for Performance Excellence Recipients, 2013–2020

**Governor’s Award**
- Alamo Colleges
- Baylor Heart and Vascular Hospital
- CHRISTUS Health Ark-La-Tex
- City of El Paso
- Goodwill Industries of Central Texas
- Memorial Hermann Katy Hospital
- Memorial Hermann Memorial City Medical Center
- Memorial Hermann Sugar Land Hospital
- Methodist Health System
- Methodist Healthcare System of San Antonio
- Natchitoches Regional Medical Center
- Palo Alto College
- Peterson Health
- Radiation Detection Company
- St. Philip’s College
- Texas Health Resources

**Achievement**
- Shop LC
- Texas Rehabilitation Hospital
- Progress
- El Paso County Hospital District
- Houston Community College
- Huitz-Zollars, Inc.
- Northeast Texasview College
- Professional Engineers
- R.O.C.K. (Ride On Center for Kids)
- San Antonio College
- Santanna Energy Services
- Texas Association of School Business Officials
- Texas Hospital Association
- Taylor Independent School District
- Workforce Solutions for North Central Texas

**Commitment**
- City of Coppell
- City of Pharr
- Dallas County Facilities Management
- InGenesis Inc.
- Kohl’s Digital Commerce
- Customer Care
- Logan University
- MSP Service Line
- New Brinfels Utilities
- Sistema De Salud Mennonite - Mennonite Health System
- Wise Health System

**Engagement**
- Habitat for Humanity of Williamson County, Inc.
- NACE International
- Texas A&M University
- Tyler Junior College School of Professional and Technical Programs
- University Medical Center of El Paso

**Pioneer**
- Brock Independent School District
- Business Designs
- Children at Heart Ministries
- Dannenbaum Engineering Company
- El Paso Independent School District
- Lyndon B. Johnson Hospital
- Oncor
- Pharr-San Juan-Alamo Independent School District
- So El Paso
- Texas Baptist Children’s Home
- Veolia’s

**Featured Recipient**

Peterson Health
Peterson Health is a not-for-profit, non-tax-supported 124-bed acute care community health system located in the heart of the Texas Hill Country of Kerrville, Texas. It provides exceptional, compassionate patient-centered care through a health care service offerings including inpatient, outpatient, urgent-emergent care, and provider-based services.

**Highlights**
- Just short of 90% on patient surveys.
- 100% hospice patient treatment preference, ranking in the top 5% nationally
- On inpatient surveys, 80% of all scores either 9 or 10 on a 10-point scale