



# Baldrige in Texas

- 92 Texas applicants for the Baldrige Award (2005–2021)
- 4 Texas award applicants in 2019–2021 represent 8,985 jobs, 142 work locations, over \$4 billion in revenues/budgets, and 754,718 customers served.
- 17 Baldrige examiners from Texas volunteered about \$382,500 in services in 2021, and 11 Baldrige examiners from Texas volunteered about \$247,500 in services in 2022.

## Baldrige Award Recipients in Texas

Alamo Colleges District, education, 2018	Memorial Hermann Sugar Land Hospital, health care, 2016
Branch-Smith Printing, small business, 2002	Park Place Lexus, small business, 2005
City of Irving, nonprofit, 2012	Richland College, education, 2005
Clarke America Checks, Inc., manufacturing, 2001	St. David’s HealthCare, health care, 2014
Freese and Nichols, Inc., small business, 2010	STMicroelectronics, Inc. Region Americas, manufacturing, 1999
GTE Directories Corp. (d/b/a Verizon Information Services), service, 1994	Texas Instruments Inc. Defense Systems and Electronics Group (now part of Raytheon Systems Co.), manufacturing, 1992
Hill Country Memorial, health care, 2014	Texas Nameplate Co., small business, 2004 and 1998
K&N Management, small business, 2010	Wallace Company, Inc., small business, 1990
KARLEE Company, Inc., manufacturing, 2000	
Lockheed Martin Missiles and Fire Control, manufacturing, 2012	
Marlow Industries, Inc., small business, 1991	

## Featured Baldrige Award Recipient



ALAMO  
COLLEGES  
DISTRICT

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

## Baldrige-Based Award Programs Serving Texas

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 [Quality Texas Foundation](#) (QTF), an Alliance for Performance Excellence member, was organized by the governor in 1994 to use the Baldrige Criteria (part of the Baldrige Excellence Framework) to improve Texas organizations. Today, QTF's regional program supports Texas, Puerto Rico, Missouri, Kansas, Louisiana, and South Carolina. QTF wide range of offerings include organizational assessment/feedback, recognition/awards, an annual conference, membership opportunities, organization-specific examiner training, applicant training/coaching, writing seminars, site visit training, organizational leadership/examiner training, leadership/strategic planning/customer service/workforce engagement/info. analysis, measures, and building a learning organization training, Communities of Excellence seminars, and faith-based seminars with specific criteria for religious institutions.

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.

## Recipients of Regional TAPE Award/Recognition, 2013–2022

### Governor's Texas Award for Performance Excellence (TAPE)

Alamo College, District Support Operations (2016)  
Baylor Heart and Vascular Hospital (2014)  
CHRISTUS Health Ark-La-Tex (2014)  
City of El Paso (2020 and 2019)  
City of Pharr (2022)  
Goodwill Industries of Central Texas (2013)  
Memorial Hermann Katy Hospital (2017)  
Memorial Hermann Memorial City Medical Center (2018)  
Memorial Hermann Sugar Land Hospital (2015)  
Methodist Health System (2015)  
Methodist Healthcare System, San Antonio (2014)  
Natchitoches Regional Medical Center (2022 and 2019)  
Palo Alto College (2015)  
Peterson Health (2020)  
Radiation Detection Company (2020)  
St. Philip's College (2018)  
Texas Health Resources (2013)

### Recognition: Achievement

Jason's Deli  
City of Austin BSD  
City of Tyler  
Memorial Hermann Greater Heights Shop LC  
Texas Rehabilitation Hospital  
**Recognition: Progress**  
El Paso County Hospital District  
Houston Community College  
Huitt-Zollars, Inc.  
Northeast Lakeview College  
Professional Engineers  
R.O.C.K. (Ride On Center for Kids)  
San Antonio College  
Santanna Energy Services  
Texas Association of School Business Officials  
Taylor Independent School District  
Workforce Solutions for North Central Texas  
**Recognition: 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  
**Recognition: 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  
**Recognition: 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 TAPE Award Recipient



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 health care service offerings that include inpatient, outpatient, urgent-emergent care, and provider-based services.

### Highlights

- High ratings near 90% on patient surveys
- 100% hospice patient treatment preference, ranking the health system in the top 5% nationally
- On inpatient surveys, 80% of all scores at either 9 or 10 on a 10-point scale

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

Advanced Rehab. & Healthcare of Athens (Bronze, 2019)	Kruse Village Senior Living Community (Bronze, 2021)
Advanced Rehab & Healthcare of Vernon (Silver, 2021)	Lampasas Nursing & Rehab. Ctr. (Bronze, 2020)
Advanced Rehab & Healthcare of Wichita Falls (Silver, 2020)	Legacy West Rehab. & Healthcare (Bronze, 2020)
Advanced Rehab. & Healthcare of Garland (Bronze, 2020)	Legend Oaks of Gladewater Rehab. & Nursing Ctr. (Bronze, 2020)
Arbrook Plaza (Bronze, 2019)	Legend Oaks Healthcare and Rehab.–Waxahachie (Bronze, 2019)
Balch Springs Nursing Home (Bronze, 2019)	Legend Oaks West San Antonio (Bronze, 2020)
Brady West Rehab. & Nursing (Bronze, 2019)	McAllen Nursing Center (Bronze, 2020)
Bridgeport Medical Lodge (Bronze, 2020)	Palo Pinto Nursing Center (Bronze, 2020)
Broadmoor Medical Lodge (Bronze, 2020)	Park Manor of Conroe (Bronze, 2020)
Cascades at Port Arthur (Bronze, 2020)	Park Manor of South Belt (Bronze, 2020)
Chisholm Trail Nursing and Rehabilitation (Bronze, 2021)	Park Manor of the Woodlands (Bronze, 2019)
Clyde Nursing Center (Silver, 2020)	Park View Care Ctr. (Bronze, 2020)
Country Trails Wellness and Rehabilitation Center (Bronze, 2022)	SilverSpring (Bronze, 2020)
Decatur Medical Lodge (Bronze, 2020)	Tomball Rehab. & Nursing (Bronze, 2020)
Diversicare of Lake Highlands (Bronze, 2019)	Santa Fe Health & Rehab. (Bronze, 2019)
Forum Parkway Health and Rehabilitation (Bronze, 2021)	Sunrise of Plano (Bronze, 2019)
Friendship Haven Healthcare & Rehab. (Bronze, 2020)	Whitehall Rehab. & Nursing (Bronze, 2019)
Golden Acres Living & Rehab. Center (Bronze, 2019)	Will-O-Bell Skilled Nursing & Rehab. (Silver, 2020)
Gulf Pointe Plaza (Silver, 2020)	Windcrest Health And Rehabilitation (Silver, 2020)
The Heights of Gonzales (Bronze, 2021)	William R Courtney Texas State Veterans Home (Silver, 2019)
Heritage at Longview Healthcare Center (Bronze, 2020)	Wisteria Place (Bronze, 2019)
Heritage House Of Marshall Health & Rehab. Ctr. (Bronze, 2020)	Yorktown Nursing & Rehabilitation Center (Silver, 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.

Revised March 2023