



Created by Congress 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.

Baldrige in Texas

- **91 Texas applicants for the Baldrige Award (2005–2019)**
- **6 Texas award applicants in 2017–2019 represent 20,909 jobs, 178 work locations, over \$868 million in revenues/budgets, and an estimated 3.9 billion customers served.**
- **26 Baldrige examiners from Texas volunteered about \$585,000 in services in 2019.**

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
Marlow Industries, Inc., small business, 1991

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
Texas Nameplate Co., small business, 2004 and 1998
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 (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, 2013–2019

Governor's Award for Performance Excellence

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
St. Philip's College
Texas Health Resources
Achievement
Jason's Deli
City of Austin BSD

City of Tyler
Peterson Health
Radiation Detection Company
Memorial Hermann Greater Heights
Progress
Houston Community College
R.O.C.K. (Ride On Center for Kids)
San Antonio College
Santanna Energy Services
Shop LC
Workforce Solutions for North Central Texas
Texas Association of School Business Officials
Texas Hospital Association
Professional Engineers
Taylor Independent School District
Commitment
City of Coppell
City of Pharr
Dallas County Facilities Management
Huitt-Zollars, Inc.
InGenesis Inc.

Kohl's Digital Commerce
Customer Care
MSP Service Line
New Brinfels Utilities
Northeast Lakeview College
Engagement
Habitat for Humanity of Williamson County, Inc.
NACE International
Northeast Lakeview College
Texas A&M University
Tyler Junior College School of Professional and Technical Programs
University Medical Center of El Paso
Pioneer
Brock Independent School District
Children at Heart Ministries
El Paso Independent School District
Lyndon B. Johnson Hospital
Oncor
Pharr-San Juan-Alamo Independent School District

Featured Recipient



City of El Paso

The City of El Paso is the largest municipality to win the Quality Texas Award.

Highlights

- Drop in crime rate of more than 50% since 2015, even with administrative cost, police cost, and fire department cost per capita the lowest of four other comparable cities.
- Drop in overall employee turnover rate to less than 14%, with Public Safety turnover less than 2%.
- Over 91% of employees recommend working at the City.
- Ranked #1 in Lowest Cost of Living by Forbes.com; airport voted as best in the region by Airports Council International
- Named best-run city in Texas by WalletHub