Malcolm Baldrige National Quality Award

In 1987, jumpstarting a small, slowly growing U.S. quality movement, Congress established the Malcolm Baldrige National Quality Award to promote quality awareness, to recognize quality and business achievements of U.S. organizations, and to publicize these organizations’ successful performance strategies. Now America’s highest honor for innovation and performance excellence, the Baldrige Award is presented annually to U.S. organizations by the President of the United States. Awards are given in manufacturing, service, small business, education, health care, and nonprofits. In conjunction with the private sector, the National Institute of Standards and Technology (NIST) designed and manages the award and the Baldrige National Quality Program.

Application process
To apply for the award, organizations must submit details showing their achievements and improvements in seven key areas: leadership; strategic planning; customer and market focus; measurement, analysis, and knowledge management; workforce focus; process management; and results. Applicants receive 300 to 1,000 hours of review and a detailed report on the organization’s strengths and opportunities for improvement by an independent board of examiners. “The application and review process for the award is the best, most cost-effective, and comprehensive business health audit you can get,” said Arnold Weimerskirch, former Baldrige Award judge and vice president of quality, Honeywell, Inc.

Program impact
Since the first awards were presented in 1988, the Baldrige National Quality Program has grown in stature and impact. Today, the Baldrige program, the award’s criteria for performance excellence, and the Baldrige award recipients are imitated and admired worldwide.

In particular, the Baldrige criteria for performance excellence have played a valuable role in helping U.S. organizations improve. The criteria are designed to help organizations improve their performance by focusing on two goals: delivering ever-improving value to customers and improving the organization’s overall performance. Several million copies of the criteria have been distributed since 1988, and wide-scale reproduction by organizations and electronic access add to that number significantly. Gordon Black, chairman and chief executive officer of Harris/Black International Ltd., said the publication containing the Baldrige criteria for performance excellence is “probably the single most influential document in the modern history of American business.”

Following are some of the program’s highlights:
- State and local quality programs, most modeled after the Baldrige program, have grown from fewer than 10 in 1991 to more than 40 active programs based in states throughout the country.
- Internationally, nearly 80 quality programs are operating. Most are modeled after the Baldrige program, including one established in Japan in 1996.
- Since 1988, 1,394 applications have been submitted for the Baldrige Award from a wide variety of types and sizes of organizations.
Malcolm Baldrige National Quality Award Winners

2009
- Honeywell Federal Manufacturing & Technologies
  Kansas City, Mo. (manufacturing)
- MidwayUSA
  Columbia, Mo. (small business)
- AtlantiCare Egg Harbor Township, N.J. (health care)
- Heartland Health
  St. Joseph, Mo. (health care)
- VA Cooperative Studies Program Clinical Research Pharmacy Coordinating Center
  Albuquerque, N.M. (nonprofit)

2008
- Cargill Corn Milling North America
  Wayzata, Minn. (manufacturing)
- Poudre Valley Health System Ft. Collins, Colo. (health care)
- Iredell-Statesville Schools
  Statesville, N.C. (education)

2007
- PRO-TEC Coating Co.
  Leipsic, Ohio (small business)
- Mercy Health Systems
  Janesville, Wisc. (health care)
- Sharp HealthCare
  San Diego, Calif. (health care)
- City of Coral Springs
  Coral Springs, Fla. (nonprofit)
- U.S. Army Armament Research, Development and Engineering Center (ARDEC)
  Picatinny Arsenal, N.J. (nonprofit)

2006
- MESA Products, Inc.
  Tulsa, Okla. (small business)
- Premier Inc.
  San Diego, Calif. (service)
- North Mississippi Medical Center
  Tupelo, Miss. (health care)

2005
- Sunny Fresh Foods, Inc.
  Monticello, Minn. (manufacturing)
- DynMcDermott Petroleum Operations
  New Orleans, La. (service)
- Park Place Lexus
  Plano, Texas (small business)
- Richland College
  Dallas, Texas (education)
- Jenks Public Schools
  Jenks, Okla. (education)
- Bronson Methodist Hospital
  Kalamazoo, Mich. (health care)

2004
- The Bama Companies
  Tulsa, Okla. (manufacturing)
- Texas Nameplate Company, Inc.
  Dallas, Texas (small business)
- Kenneth W. Monfort College of Business
  Greeley, Colo. (education)
- Robert Wood Johnson University Hospital Hamilton
  Hamilton, N.J. (health care)

2003
- Medrad, Inc.
  Indianola, Pa. (manufacturing)
- Boeing Aerospace Support
  St. Louis, Mo. (service)
- Caterpillar Financial Services Corp.
  Nashville, Tenn. (service)
- Stoner Inc.
  Quarryville, Pa. (small business)
- Community Consolidated School District 15
  Palatine, Ill. (education)
- Baptist Hospital, Inc.
  Pensacola, Fla. (health care)
- Saint Luke's Hospital of Kansas City
  Kansas City, Mo. (health care)
2002
- Motorola Inc. Commercial, Government and Industrial Solutions Sector
  Schaumburg, Ill. (manufacturing)
- Branch-Smith Printing Division
  Fort Worth, Texas (small business)
- SSM Health Care
  St. Louis, Mo. (health care)

2001
- Clarke American Checks, Incorporated
  San Antonio, Texas (manufacturing)
- Pal’s Sudden Service
  Kingsport, Tenn. (small business)
- Chugach School District
  Anchorage, Alaska (education)
- Pearl River School District
  Pearl River, N.Y. (education)
- University of Wisconsin-Stout
  Menomonie, Wis. (education)

2000
- Dana Corp.-Spicer Driveshaft Division
  Toledo, Ohio (manufacturing)
- KARLEE Company, Inc.
  Garland, Texas (manufacturing)
- Operations Management International, Inc.
  Greenwood Village, Colo. (service)
- Los Alamos National Bank
  Los Alamos, N.M. (small business)

1999
- STMicroelectronics, Inc.-Region Americas
  Carrollton, Texas (manufacturing)
- BI Performance Services
  Minneapolis, Minn. (service)
- The Ritz-Carlton Hotel Company, L.L.C.
  Atlanta, Ga. (service)
- Sunny Fresh Foods
  Monticello, Minn. (small business)

1998
- Boeing Airlift and Tanker Programs
  Long Beach, Calif. (manufacturing)
- Solar Turbines Inc.
  San Diego, Calif. (manufacturing)
- Texas Nameplate Company Inc.
  Dallas, Texas (small business)

1997
- 3M Dental Products Division
  St. Paul, Minn. (manufacturing)
- Solectron Corp.
  Milpitas, Calif. (manufacturing)
- Merrill Lynch Credit Corp.
  Jacksonville, Fla. (service)
- Xerox Business Services
  Rochester, N.Y. (service)

1996
- ADAC Laboratories
  Milpitas, Calif. (manufacturing)
- Dana Commercial Credit Corp.
  Toledo, Ohio (service)
- Custom Research Inc.
  Minneapolis, Minn. (small business)
- Trident Precision Manufacturing Inc.
  Webster, N.Y. (small business)

1995
- Armstrong World Industries’ Building Products Operation
  Lancaster, Pa. (manufacturing)
- Corning Telecommunications Products Division
  Corning, N.Y. (manufacturing)

1994
- AT&T Consumer Communications Services
  Basking Ridge, N.J. (service)
- GTE Directories Corp.
  Dallas/Ft. Worth, Texas (service)
- Wainwright Industries Inc.
  St. Peters, Mo. (small business)

1993
• Eastman Chemical Co.  
  Kingsport, Tenn.  
  (manufacturing)
• Ames Rubber Corp.  
  Hamburg, N.J. (small business)

1992
• AT&T Network Systems  
  Group/Transmission  
  Systems Business Unit  
  Morristown, N.J.  
  (manufacturing)
• Texas Instruments Inc.  
  Defense Systems & Electronics Group  
  Dallas, Texas (manufacturing)
• AT&T Universal Card Services  
  Jacksonville, Fla. (service)
• The Ritz-Carlton Hotel Co.  
  Atlanta, Ga. (service)
• Granite Rock Co.  
  Watsonville, Calif. (small business)

1991
• Solectron Corp.  
  Milpitas, Calif. (manufacturing)
• Zytec Corp.  
  Eden Prairie, Minn.  
  (manufacturing)
• Marlow Industries  
  Dallas, Texas (small business)

1990
• Cadillac Motor Car Division  
  Detroit, Mich. (manufacturing)
• IBM Rochester  
  Rochester, Minn.  
  (manufacturing)
• Federal Express Corp.  
  Memphis, Tenn. (service)
• Wallace Co. Inc.  
  Houston, Texas (small business)

1989
• Milliken & Co.  
  Spartanburg, S.C.  
  (manufacturing)
• Xerox Corp.  
  Business Products and Systems  
  Rochester, NY (manufacturing)

1988
• Motorola Inc.  
  Schaumburg, Ill.  
  (Manufacturing)
• Commercial Nuclear Fuel  
  Division of Westinghouse Electric Corp.  
  Pittsburgh, Pa. (manufacturing)
• Globe Metallurgical Inc.  
  Beverly, Ohio (small business)

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