



# NEWSWIRE

## QUALITY TEXAS ANNOUNCES 2006 TEXAS AWARD FOR PERFORMANCE EXCELLENCE RECIPIENTS!

Congratulations to: **Aldine Independent School District** in Houston, Texas in the Education Category; **Goodwill Industries of San Antonio** in the Public Sector Category; **Medical City Dallas Hospital** in the Healthcare Category; and **Sanden International** in Wylie in the Manufacturing Category. Be sure to join us for the 2006 Texas Quest for Excellence Award & Conference on June 15-16, 2006 at the Renaissance Dallas-Richardson Hotel to hear the success stories and best practices from these award-winning organizations.

### A MESSAGE FROM CEO, Tammy Austin

It is an exciting time at Quality Texas! The Board of Directors ratified the recommendation of the 2006 Texas Award for Performance Excellence recipients. For the first time in our 13-year history, we have FOUR recipients and in FOUR categories! The recipients were notified on Monday, May 8th, with a phone call from Chairman David Branch and the Board of Directors for the Quality Texas Foundation.

Just two weeks prior to our own selection of recipients, three Malcolm Baldrige National Quality Award recipients represented Texas and shared evidence of using the Texas program as their path for the Malcolm Baldrige Award. DynMcDermott, headquartered in New Orleans with Big Hill Strategic Petroleum Reserve; Park Place Lexus; and Richland College were honored and made leadership, profile, and category presentations throughout the Baldrige Quest for Excellence XVIII Conference in Washington, D.C. Chuck Tolleson and Tim Lewis from DynMcDermott did a wonderful job of injecting humor during their three days. Dr. Steven

K. Mittelstet and his team set the benchmarks for community colleges across the country. And, yes, Steve did find a way to sound the Thunderduck quacker during a Quest plenary presentation! Jordan Case and Ken Schnitzer admitted to finding 1100 prospects! Ken's closing plenary session drew comments from people sitting behind me. Following are Ken's closing comments regarding one of the benefits of pursuing Baldrige:

*"When I leave for the office I'm headed for a place I enjoy. I will be surrounded by people who like their jobs, who smile a lot, who work well together. I know that today someone will solve a problem; someone will find a better way to do something; someone will throw out a bright new idea that no one has ever thought of before. These are the small successes that, added together, can change your world."*

*I will see clients walk in the front door and drive up to service reception knowing that almost every one of them ...we're not perfect yet ... almost every one of them will be treated the way we treat guests in our homes. And I say to myself, I've got the best job in the world."*

### TEXAS QUEST FOR EXCELLENCE AWARD & CONFERENCE

We are expecting a large turnout for the 2006 Texas Quest for Excellence on June 15-16, at the Renaissance Dallas-Richardson Hotel. Now is the time to register! You will have the opportunity of attending presentations by Category (Leadership; Strategic Planning; Customer & Market Focus; Measurement, Analysis, and Knowledge Management; Human Resource Focus; or Process Management), OR, by sector – Manufacturing; Healthcare; Education; Public; and Service. Don't miss this outstanding opportunity for benchmarking excellence and hearing best practices from these role-model organizations. Registration for the event is now open. Sponsorship opportunities are also available. To register or to obtain information on sponsorships, visit [www.texas-quality.org](http://www.texas-quality.org).

Quality Texas will be hosting a VIP Reception for all Examiners, Board of Overseers, Panel of Judges, Board of Directors, and Chairman's Council. If you are a member of one of these fine boards, be looking for your electronic invitation soon and be sure to register.



# BECOME A TEXAS BOARD OF EXAMINER!

Our goal is to recruit 225 Examiners for the 2007 Award Cycle. If you have considered this endeavor in the past and not signed up, now is the time to do so! The feedback we received over the last couple of years has resulted in many changes this year. One major change includes the case study requirement will be cut in half for Examiner Training! The training continues to improve each year.

Perhaps you are a Baldrige Examiner and would

love to get involved in the Texas program but do not have the time for both? Call us! Current Baldrige Examiners do not have to complete the case study for Examiner Training. We have projects needing your expertise and experience that will enable you to get involved with both programs in flexible, convenient ways.

To download your Examiner Application, go to [www.texas-quality.org](http://www.texas-quality.org) – the deadline is June 30th!

## THANK YOU!

Congratulations and a huge “Thank You” to all of those who participated in the 2006 award cycle! It has been a great year for our applicants because of the outstanding work of all team members. Team Leaders and Back-ups, Feedback Writers, Team Members, Process Observers, and Feedback Report Editors have all worked together to produce superior reports for our applicants to help them move forward in their performance excel-

lence journey. The Board of Overseers and the Training Team have made improvements in the process and the training and are planning now to incorporate further improvements for 2007. The Panel of Judges did an excellent job in their review and selection of recipients. With the high quality of all of our applications, theirs was not an easy task. We extend our sincere appreciation to all of our volunteers.

## EXAMINER SPOTLIGHT

**Janet Clark**, AVP, Organization Support and Analysis, has been with AIM Investment Services for 11 years. Janet is in her fourth year as a Quality Texas Examiner. Janet began participating as a member of the Board of Examiners in preparation for leading her organization through a self-assessment using the Baldrige criteria. She says she continues to participate because she has gained so much professionally through her experiences. She has experienced multiple roles in the process, including Examiner, Feedback Writer, and Team Leader. She says, “I began this cycle as a Process Observer, but was needed as an Examiner, so I switched roles on a dynamic team filled with dedicated professionals.”

Janet would tell anyone considering applying to be an examiner to definitely volunteer and to stick with it. She goes on to state, “It’s exciting to be a part of a process designed to assist organizations to improve and to be around people and organizations that are serious about their commitment to quality.”



*Janet Clark seen here participating in Process Observer Training with Jeff Bracken serving as group recorder.*

Janet lives in Houston, Texas, with her husband Sean and two children, Ethan (3) and Alexa (8 months). She enjoys travel and cooking but, being a mother of two, doesn’t get to do enough of either. She says, “On the other hand, I’m thoroughly enjoying spending time with my children.”

## MFPX

What an opportunity to attend the next “Managing for Performance Excellence” workshop AND the annual Texas Quest for Excellence Conference. The workshop will be held Thursday, June 15th beginning 8:00 a.m. and adjourning at 4:30 p.m., just in time to attend the evening festivities celebrating this year’s 2006 Texas Award for Performance Excellence recipients! This workshop creates an awareness of the benefits of using the Criteria for Performance Excellence and how to get started using self-assessments. To register online, go to [www.texas-quality.org](http://www.texas-quality.org) and click on “Training Workshops.”

A special Thank You to Raymond Marlow for donating many books to Quality Texas. We now have an official library with books ranging from “The Next Century” to “The Quantum Leap,” and many leadership books in between!



Quality Texas Phone Number: 214-565-8550 • [www.texas-quality.org](http://www.texas-quality.org)

Jane Westbrook—[jwestbrook@texas-quality.org](mailto:jwestbrook@texas-quality.org) • Tammy Austin—[taustin@texas-quality.org](mailto:taustin@texas-quality.org)