



NEWSWIRE

A MESSAGE FROM Outgoing Quality Texas Foundation Chairman, Dale Crossover

Greetings to all Foundation stakeholders: the Board of Directors, Chairman's Council, BOO, POJ, Examiners, and past and future applicants! I hope all is going well for you. Now that my chairmanship of the Foundation has come to an end, I appreciate our CEO, Tammy Austin, extending to me the opportunity to put some of my final feelings in writing about my "tour of duty" and my vision of the future.

Let me begin by thanking all of you who have helped me try to accomplish so many new things for the Foundation by encouraging all of us taking its mission seriously. Three items stand out in my memory and I hope in yours. First, together we relocated the Foundation's offices from Round Rock, Texas, into more suitable quarters in Dallas within the higher education facilities of the Bill J. Priest Institute for Economic Development, itself the recipient of the Texas Award for Performance Excellence in 2002. Dr. Glen Bounds, recently retired president there, will always be counted as one of our dearest friends for all of his wisdom throughout this significant change of venue.

Second, together we hired and supported a new CEO and staff to take the baton from their predecessors and run our Foundation's operations at a new pace. The sure-footed efforts of Tammy Austin and her teammates will doubtless bring the Foundation success for years to come. I urge all of us to follow her maturing leadership.

Third, and perhaps most telling of all, together we revised the Foundation Bylaws. Unchanged for more than a decade, the new Bylaws, based on the Carver model, enable the Board of Directors to be a working board, setting policies that align interests of all of the Foundation's stakeholders. With these revised Bylaws, my successor, Chairman David Branch, can move forward and accomplish the agenda he describes in this Newsletter with the confidence of a re-poured foundation under foot.

Looking to the future, I will be keeping all of you and your continuing efforts in mind as I work as Chairman of the Foundation for the Malcolm

Baldrige National Quality Award at the national level. Already at work with an alliance of state and local programs, I will be recommending that the national foundation make available at least \$1 million of its \$20+ million to support state and local efforts in the near future. It is my vision to see the national foundation work hand-in-hand with the state and local programs such as the Quality Texas Foundation so that "The Baldrige Way" of doing business truly becomes the model approach to continuing improvement in all forms of business for future generations of my children and grandchildren and yours. I see it as the best form of social security any of us can have. My hope is to provide what we have come to call "Next Level Leadership" for this effort.

And finally, I end my little message with a prayer for all of us. I pray, not that God be on our side as the future unfolds; but, rather, that we be on His side. For with Him, there is little we cannot accomplish and without Him, there is little we can. God bless you all.

A MESSAGE FROM Incoming Chairman, David Branch

I am greatly looking forward to continuing the work of Quality Texas. Dale Crossover has worked hard to set the stage for our board and staff to play productive roles in creating success for organizations in Texas. As one of our hundreds of volunteers, I, like each of you, value the difference we can make in our communities and throughout the United States in business, education, and health care. Together, we can keep the ball rolling forward and make sure that momentum grows.

It is particularly gratifying for me to see that the most prestigious organizations in Texas are committed to our process and success. A look at the volunteers who make up our Board of Directors, Chairman's Council, Board of Overseers, Panel of Judges, and Board of Examiners is a Who's Who of people and companies. With so many competing interests, it is humbling to know that our initiative enjoys the support of these types of organizations.

I look forward to serving as your Chairman for the next two years. We live in exciting times and look forward to great success together!"

**Eligibility
Certification
Forms Due
September 15,
2005!**

**Applications
for Award Level
and Progress
Level Round 1
due November
1, 2005!**

**Download
Application
Forms and
Instructions.
Margin
requirements
have changed.**

www.texas-quality.org

Planning for
the **2006**
**Texas Quest
for Excellence**
is under way.
If you would
like to
participate
on the
planning team,
please contact
Quality Texas.



2005 TEXAS AWARD for PERFORMANCE EXCELLENCE RECIPIENTS

**Congratulations to
DynMcDermott Big Hill Strategic
Petroleum Reserve, Winnie, Texas.**



"It is an honor to recognize DynMcDermott Big Hill Strategic Petroleum Reserve as a recipient of the 2005 Texas Award for

Performance Excellence in the small business category. Site Director Tim Lewis, Big Hill Leadership Team, and all staff are to be commended for their achievements in performance excellence and on-going cycles of refinement demonstrated in the award process," states Dale Crownover, Chairman.

**Congratulations to
Richland College, Dallas, Texas.**



Chairman Dale Crownover states "I am pleased to announce that Richland College has been selected as a recipient of the Texas Award

for Performance Excellence in the Education Sector. Dr. Stephen Mittelstet, President, faculty and staff at Richland College have accomplished this level of success and established new standards for excellence in education through their diligent efforts in the pursuit of performance excellence."

**PLEASE JOIN US IN RECOGNIZING
OUR EXAMINERS AND
VOLUNTEERS...**

Every year, the Quality Texas Foundation recruits and trains over 100 dedicated volunteers from across the state of Texas. These volunteers put in 200+ hours to support the award program, by assessing applications and providing feedback to organizations striving to improve. Volunteer support is critical to the success of the program, and we are proud to recognize the level of expertise and the commitment these individuals, and their sponsoring organizations, have made to the Texas Award program.

NOTE: For the Examiner training in San Antonio, the hotels are full due to another large conference. Call or email Jane Westbrook for recommended hotels.

We recognize and thank the following organizations for supporting more than three people to participate in the 2006 Examiner process: Boeing, Baylor Institute of Rehabilitation, Checks In The Mail, City of Arlington, Clarke-American, DynMcDermott, EMSI, L-3 Communications, MD Anderson Cancer Center, Nokia, Richland College, St. Joseph Regional Center.



Dallas Training, Oct. 2005

THANK YOU

Thanks to Bill Grimes, Board Member, for hosting the September 21st board meeting at Raytheon in McKinney. Following the meeting, Bill also will host a social and dinner at Southfork. Board meetings scheduled for 2006: January 6; May 8; September 21.

THANK YOU

Training and Workshops would not be possible if not for the support we receive from organizations. We recognize the following organizations for their generosity in welcoming customers and volunteers into their facilities. HP for providing space, catering and equipment for the "Managing for Performance Excellence" workshop in Houston in August. Thanks to Bill Priest Institute for training rooms for the Leadership Forum in March; New Examiner Training in September; Examiner Training in October; Managing for Performance Excellence in November, Feedback Writer Training; Senior Examiner Training, and a host of various meetings. Thank you to SBC for providing space, equipment, and assistance with catering for Examiner Training in San Antonio in October. Thanks also to HP for providing space, catering, and equipment for the October Examiner Training.

**Check out
"Community Events"
on the Quality Texas
website to see
what is going on
in your area!**

Volunteers Needed!

- Newsletter Editor
- Planning Conference
- Administrative Tasks
- Sponsors for Printing
- Sponsors for Catering at Training Events

**Contact Quality
Texas if interested.**

Carver Model for Non-Profit Governance?

So what does this mean to Quality Texas? This model will create better governance and organization. Implementing the new Carver Model that Dale speaks about on page 1 has restructured the Quality Texas organization. We have a working Board of Directors and a Chairman's Council. The members of the Chairman's Council are advisors and supporters of Quality Texas. Look for highlights of these organizations and individuals over the coming months.

New Offering!

For organizations looking for resources as you pursue your Performance Excellence journey, check out the "PE Resource Bulletin Board" on the Quality Texas website.

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