



PRESS RELEASE

Irving, Texas
April 18, 2014

**Quality Texas Foundation Names Nine Organizations
for Performance Recognition in the Multi-level
Performance Excellence Program
All Demonstrating Strong Dedication to Quality and High Performance**

These organizations will be recognized at the Texas Quest for Excellence Conference
June 23-24, 2014 at the Crowne Plaza Hotel in Addison, Texas.

Progress Level

**Demonstrates a sound, balanced approach to organizational
management and performance improvement.**

City of Tyler

Deli Management, Inc. (Jason's Deli)

Puerto Rico Small Business and Technology Development Centers

Texas Association of School Business Officials

Texas Board of Professional Engineers

Commitment Level

**Demonstrates good performance and commitment to a systematic
approach to organizational management and performance
improvement.**

Fort Worth ISD

San Antonio College

Taylor ISD

Williamson County Auditor's Office

DESCRIPTION OF ORGANIZATIONS TO BE RECOGNIZED

City of Tyler

The City of Tyler is a municipality located 90 miles east of Dallas with a resident population of 104,000 and a daytime population that exceeds 250,000. In 1997, Tyler adopted the “Blueprint” that has been the foundation for the city’s journey of continuous improvement. Since then, the City developed a comprehensive Lean Six Sigma program, a City University, a three-year budget forecasting system and a business planning model. This commitment to continuous improvement led to the creation of Tyler’s Performance Excellence Program (PEP). PEP is designed to challenge and encourage all city departments to achieve a higher standard of performance, ultimately becoming the standard for performance excellence in local government.

Deli Management, Inc. (Jason’s Deli)

Jason’s Deli opened its first restaurant in 1976. Today, they serve customers at 242 locations in 28 states with a mission To Make Every Customer Happy and a vision to Be The Best Run Restaurant Company in the United States. As a recognized industry leader in quality product offerings and in creating a family-friendly place to dine and work, Jason’s Deli realizes that to continuously improve requires a disciplined methodology on how they approach their business practices. In 2012, Jason’s Deli began that journey by committing to the ideals and principles of performance excellence and submitting their first Engagement Level Application to Quality Texas.

Fort Worth ISD

The Fort Worth Independent School District has delivered public school educational services to students living in Fort Worth, Texas for 132 years. There are over 10,000 employees that serve approximately 84,000 students in Pre-Kindergarten through 12th Grade. When Walter Dansby became our Superintendent in February 2012, we moved quickly to engage all employees in his vision of a “Singleness of Purpose.” It focused on each employee having a resolve to meet each child’s needs to learn and succeed. After examining the results of organizations recognized for their successful results, we found impressive achievement stemmed from using the Baldrige Framework. Through the implementation of the Baldrige Framework criteria, our organization began to experience a positive culture shift that embraced our vision of “Igniting in Every Child a Passion for Learning.”

Puerto Rico Small Business and Technology Development Centers

The Puerto Rico Small Business & Technology Development Centers (PRSB) has been providing technical consulting support to small businesses since 1997, driving entrepreneurs to grow, innovate and export. Their Mission requires that they continuously learn and improve to serve their ever changing needs. In this quest PRSB decided to fully embrace the Baldrige Journey with the assistance of the Quality Texas Foundation to continue offering high quality, high impact specialty support to entrepreneurs in Puerto Rico. PRSB's goal is to pursue excellence to gain the sustainable growth to keep their workforce engaged to build competitiveness of their customer base throughout Puerto Rico.

San Antonio College

One of the five Alamo Colleges, San Antonio College (SAC) is the largest, single-campus community college in Texas and among the largest in the nation. It was founded in 1925 and accredited by the Southern Association of Colleges and Schools in 1955. In support of its mission - *To empower our diverse communities for success by meeting the lifelong learning needs of a multicultural and globally-networked society. To help students achieve their full potential by preparing them to graduate, transfer, or enter the workforce with academic and technical competence, critical thinking skills, communication proficiency, leadership ability, civic responsibility, and global awareness* - San Antonio College offers nearly 200 academic programs in the Arts & Sciences and Professional/Technical fields. In addition, SAC serves the community with myriad continuing education opportunities.

Taylor ISD

Taylor Independent School District, located approximately 30 miles east of Austin, TX in Williamson County, provides a public education to approximately 3,000 students in Pre-kindergarten through 12th Grade.

Taylor ISD began its continuous improvement journey in 2011 under the direction of Superintendent, Jerry Vaughn. The District has chosen to follow the Baldrige Criteria for Performance Excellence as its continuous improvement model to meet its vision of preparing students to compete in a global society through a premium educational experience and strong partnerships.

The focus and motto of Taylor ISD is to be "Relentless in the pursuit of educational excellence".

Texas Association of School Business Officials

Over its history, the Texas Association of School Business Officials (TASBO) had exemplified only selected components of the Malcolm Baldrige framework. TASBO's board of directors and staff recognized a few years ago the value of an enterprise-wide implementation of the Performance Excellence framework. As exemplified in TASBO's vision statement "THE trusted resource for school finance and operations," TASBO is committed to quality excellence in delivering training, programs, products and services. Under the quality excellence framework, the TASBO organization is empowered to fulfill its role to support the public school system's efforts to meet the highest expectations of all stakeholders and especially the parents of all students.

Texas Board of Professional Engineers

The Texas Board of Professional Engineers (TBPE) is a state regulatory agency whose mission is to protect the health, safety, and welfare of the people of Texas by regulating the practice of engineering through licensure of professional engineers. TBPE has employed its Journey Toward Excellence quality initiative to continuously improve and orient all agency activities and personnel towards going further and doing better in everything that they do. TBPE's goal is to become the best place to work and a role model for efficiency and effectiveness for other state agencies. TBPE is the first Texas state agency to be recognized at the progress level by Quality Texas.

Williamson County Auditor's Office

The Williamson County Auditor's Office, located in Williamson County, Texas recognizes the value of excellence in the workplace and, in doing so, has submitted an Engagement Award Application to the Quality Texas Foundation. By submitting the application, the office recognizes its existing achievements and demonstrates its Vision to be number one in the state at instilling public trust in all fiscal matters.

The Auditor's Office consists of 26 staff members who are responsible for the accounting and auditing functions of Williamson County, Texas. Every staff member is committed to achieving excellence in the workplace. The goal of the office is to ensure integrity by safeguarding assets and delivering fiscal excellence in a transparent manner.

Quality Texas helps businesses, hospitals, schools, government agencies and non-profits improve performance. We educate, train, assess, provide feedback and recognize organizations committed to a journey of excellence. Quality Texas encourages use of the Baldrige Criteria for Performance Excellence and other methods that drive efficiency and effectiveness. Our work saves jobs, improves communities and creates a stronger state and nation, and ultimately a better world for mankind.

For more information about Quality Texas, education and training programs for improving organizational performance, becoming a Quality Texas Examiner, or to register for upcoming events, visit our website at www.texas-quality.org or call the Quality Texas office at (469) 828-1157.

Contact: Lynn Tomaszewski ltomaszewski@qualitytexas.org
Kristin Krenzer kkrenzer@qualitytexas.org

The 2014 multi-level recognitions will be presented during the Quality Texas Recognition Luncheon on June 24, at the Crowne Plaza, Addison, Texas. The Texas Quest for Excellence Conference will be held June 23-24, and will feature presentations from current and former TAPE and Baldrige award recipients. Detailed information regarding the ceremonies and conference is available on the Quality Texas website at www.texas-quality.org.