

Baldrige is "A Huge Return on Your Investment"



Posted by Jeff Lucas

Probably the one thing we are asked for most often is proof-positive that utilizing the Baldrige approach yields improved business results. The slide above and the description below were both presented by Jerry Rose, Vice President of Cargill Inc. at the Quest for Excellence XXII. Cargill is the largest privately-held company in the world and runs a Business Excellence program modeled on the Baldrige Award Process. Proof doesn't get much more positive.

I don't want to muck up the power of these results with my interpretation, so here it is direct from the folks that made it happen:

Cargill color-codes its businesses based upon their degree of deployment of the Baldrige Criteria. Gold represents businesses with a high degree of deployment; Blue represents businesses with partial deployment; and White represents businesses beginning the Baldrige journey.

The slide shows that the Cargill businesses with a high degree of deployment of the Baldrige Criteria have achieved 30% cumulative earnings after taxes vs. budget vs. 13% for Cargill businesses with partial Baldrige deployment and -12% for Cargill businesses just beginning use of Baldrige.

So, in Jerry's words, is there payback? Yes. According to Jerry, "deciding to embrace the Baldrige program in your company is a commitment to a journey. It takes time, it takes dedication and it takes resources. What I know for sure is that there is a huge return on your investment."