Malcolm Baldrige National Quality Award Data Analysis

Independent Review Scoring Data and Award Recipient Information

1990 to 2006

For additional information on this data, please contact our customer service representatives at 301-975-2036
Baldrige Quality Award Data Analysis
Distribution of Independent Review Scores
(All 17 Years, All 6 Sectors)

Mean = 416.9145
Median = 430
Baldrige Quality Award Data Analysis
Distribution of Independent Review Scores
(All 17 Years, All 6 Sectors)

Mean = 416.9145
Median = 430
Minimum = 51
Maximum = 811

X = Total Score for Award Recipients
(n = 66)

Please note: Highest Independent Review score does not necessarily result in receipt of the Award
### Baldrige Quality Award Data Analysis

#### All-Year Comparison of Independent Review Scores by Sector

**All 17 Years**

<table>
<thead>
<tr>
<th>Sector</th>
<th>Number</th>
<th>Mean</th>
<th>Median</th>
<th>Min</th>
<th>Max</th>
<th># Awards</th>
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<tr>
<td>1. Manufacturing</td>
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<td>2. Service</td>
<td>158</td>
<td>466.6</td>
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<td>81</td>
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<td>15</td>
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<td>353.8</td>
<td>332</td>
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<td>16</td>
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<td>4. Education</td>
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<td>7</td>
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<tr>
<td>5. Health Care</td>
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<td>414.2</td>
<td>432</td>
<td>89</td>
<td>694</td>
<td>6</td>
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<td>6. Nonprofit</td>
<td>10</td>
<td>454.3</td>
<td>438.5</td>
<td>316</td>
<td>706</td>
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</table>

Please note: Highest Independent Review score does not necessarily result in receipt of the Award.
1990

1. Manufacturing

- Number = 45
- Mean = 371.4
- Median = 273
- Min = 58
- Max = 811
- # Awards = 2

2. Service

- Number = 18
- Mean = 339
- Median = 240
- Min = 81
- Max = 706
- # Awards = 1

3. Small Business

- Number = 33
- Mean = 258.8
- Median = 225
- Min = 56
- Max = 716
- # Awards = 1

Total Score at Independent Review

Please note: Highest Independent Review score does not necessarily result in receipt of the Award
Baldrige Quality Award Data Analysis
Within-Year Comparison of Independent Review Scores by Sector

1991

1. Manufacturing
   Number = 37
   Mean = 492.3
   Median = 485
   Min = 160
   Max = 734
   # Awards = 2

2. Service
   Number = 21
   Mean = 459.3
   Median = 530
   Min = 221
   Max = 723

3. Small Business
   Number = 48
   Mean = 317
   Median = 319.5
   Min = 83
   Max = 653
   # Awards = 1
Baldrige Quality Award Data Analysis
Within-Year Comparison of Independent Review Scores by Sector

1992

1. Manufacturing
   - Number = 31
   - Mean = 501.6
   - Median = 521
   - Min = 207
   - Max = 720
   - # Awards = 2

2. Service
   - Number = 15
   - Mean = 528.1
   - Median = 550
   - Min = 248
   - Max = 680
   - # Awards = 2

3. Small Business
   - Number = 44
   - Mean = 352.7
   - Median = 324
   - Min = 96
   - Max = 693
   - # Awards = 1

Total Score at Independent Review
### 1993

#### 1. Manufacturing
- Number: 32
- Mean: 501.3
- Median: 519.5
- Min: 82
- Max: 726
- # Awards: 1

#### 2. Service
- Number: 13
- Mean: 533
- Median: 577
- Min: 342
- Max: 660

#### 3. Small Business
- Number: 30
- Mean: 375.6
- Median: 381.5
- Min: 100
- Max: 667
- # Awards: 1

**Total Score at Independent Review**
Baldrige Quality Award Data Analysis
Within-Year Comparison of Independent Review Scores by Sector

1994

1. Manufacturing
   Number = 23
   Mean   = 495.8
   Median = 509
   Min    = 262
   Max    = 644

2. Service
   Number = 17
   Mean   = 517.6
   Median = 531
   Min    = 325
   Max    = 650
   # Awards = 2

3. Small Business
   Number = 28
   Mean   = 313.7
   Median = 322
   Min    = 87
   Max    = 641
   # Awards = 1

Total Score at Independent Review
1995

1. Manufacturing
- Number = 18
- Mean = 559.8
- Median = 573.5
- Min = 303
- Max = 682
- # Awards = 2

2. Service
- Number = 10
- Mean = 519.5
- Median = 523.5
- Min = 360
- Max = 622

3. Small Business
- Number = 18
- Mean = 364.6
- Median = 376.5
- Min = 51
- Max = 613

4. Education
- Number = 19
- Mean = 293.1
- Median = 321
- Min = 105
- Max = 506

5. Health Care
- Number = 44
- Mean = 260.3
- Median = 263
- Min = 89
- Max = 521

Baldrige Quality Award Data Analysis
Within-Year Comparison of Independent Review Scores by Sector

Total Score at Independent Review

-100 0 100 200 300 400 500 600 700 800 900 1000
Within-Year Comparison of Independent Review Scores by Sector

1996

1. Manufacturing
   - Number = 13
   - Mean = 549.5
   - Median = 562
   - Min = 399
   - Max = 676
   - # Awards = 1

2. Service
   - Number = 6
   - Mean = 522.3
   - Median = 528.5
   - Min = 434
   - Max = 588
   - # Awards = 1

3. Small Business
   - Number = 10
   - Mean = 432.7
   - Median = 455.5
   - Min = 144
   - Max = 620
   - # Awards = 2

Total Score at Independent Review
### 1997

<table>
<thead>
<tr>
<th>Sector</th>
<th>Number</th>
<th>Mean</th>
<th>Median</th>
<th>Min</th>
<th>Max</th>
<th>Awards</th>
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</thead>
<tbody>
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<td>537.4</td>
<td>575</td>
<td>280</td>
<td>652</td>
<td>2</td>
</tr>
<tr>
<td>2. Service</td>
<td>7</td>
<td>477.1</td>
<td>538</td>
<td>243</td>
<td>610</td>
<td>2</td>
</tr>
<tr>
<td>3. Small Business</td>
<td>10</td>
<td>395.1</td>
<td>385.5</td>
<td>70</td>
<td>627</td>
<td></td>
</tr>
</tbody>
</table>

Total Score at Independent Review
Baldrige Quality Award Data Analysis
Within-Year Comparison of Independent Review Scores by Sector

1998

1. Manufacturing
Number = 15
Mean = 485.2
Median = 462
Min = 268
Max = 671
# Awards = 2

2. Service
Number = 5
Mean = 421.8
Median = 421
Min = 289
Max = 600

3. Small Business
Number = 16
Mean = 421.9
Median = 404.5
Min = 204
Max = 640
# Awards = 1

Total Score at Independent Review

-100 0 100 200 300 400 500 600 700 800 900 1000

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Baldrige Quality Award Data Analysis
Within-Year Comparison of Independent Review Scores by Sector

1999

1. Manufacturing
   Number = 4
   Mean   = 542.8
   Median = 564.5
   Min    = 445
   Max    = 597
   # Awards = 1

2. Service
   Number = 11
   Mean   = 405.2
   Median = 366
   Min    = 273
   Max    = 621
   # Awards = 2

3. Small Business
   Number = 11
   Mean   = 399
   Median = 421
   Min    = 215
   Max    = 537
   # Awards = 1

4. Education
   Number = 16
   Mean   = 383.3
   Median = 413.5
   Min    = 164
   Max    = 586

5. Health Care
   Number = 9
   Mean   = 387
   Median = 398
   Min    = 292
   Max    = 503

Total Score at Independent Review

-100 0 100 200 300 400 500 600 700 800 900 1000
Baldrige Quality Award Data Analysis
Within-Year Comparison of Independent Review Scores by Sector

2000

1. Manufacturing
   - Number = 14
   - Mean = 462.9
   - Median = 478
   - Min = 213
   - Max = 641
   - # Awards = 2

2. Service
   - Number = 5
   - Mean = 434.6
   - Median = 496
   - Min = 314
   - Max = 529
   - # Awards = 1

3. Small Business
   - Number = 11
   - Mean = 407.4
   - Median = 434
   - Min = 177
   - Max = 592
   - # Awards = 1

4. Education
   - Number = 11
   - Mean = 408
   - Median = 381
   - Min = 226
   - Max = 562

5. Health Care
   - Number = 8
   - Mean = 393.6
   - Median = 360.5
   - Min = 224
   - Max = 604

Total Score at Independent Review

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Baldrige Quality Award Data Analysis
Within-Year Comparison of Independent Review Scores by Sector

2001

1. Manufacturing
   Number = 7
   Mean = 495.7
   Median = 474
   Min = 409
   Max = 618
   # Awards = 1

2. Service
   Number = 4
   Mean = 427
   Median = 441
   Min = 261
   Max = 565

3. Small Business
   Number = 8
   Mean = 401.1
   Median = 358
   Min = 215
   Max = 597
   # Awards = 1

4. Education
   Number = 10
   Mean = 425
   Median = 475.5
   Min = 174
   Max = 575
   # Awards = 3

5. Health Care
   Number = 8
   Mean = 423.5
   Median = 437
   Min = 256
   Max = 552

Total Score at Independent Review

-100 0 100 200 300 400 500 600 700 800 900 1000
2002

1. Manufacturing
   Number = 8
   Mean     = 430.4
   Median  = 406
   Min        = 357
   Max       = 573
   # Awards = 1

2. Service
   Number = 3
   Mean     = 462.7
   Median  = 542
   Min        = 291
   Max       = 555

3. Small Business
   Number = 11
   Mean     = 365.6
   Median  = 391
   Min        = 162
   Max       = 587
   # Awards = 1

4. Education
   Number = 10
   Mean     = 321.4
   Median  = 323
   Min        = 177
   Max       = 417

5. Health Care
   Number = 17
   Mean     = 434.2
   Median  = 448
   Min        = 255
   Max       = 645
   # Awards = 1
Baldrige Quality Award Data Analysis
Within-Year Comparison of Independent Review Scores by Sector

2003

1. Manufacturing
Number = 10
Mean = 388.2
Median = 433
Min = 233
Max = 499
# Awards = 1

2. Service
Number = 8
Mean = 468.4
Median = 449.5
Min = 371
Max = 601
# Awards = 2

3. Small Business
Number = 12
Mean = 294.3
Median = 259.5
Min = 115
Max = 549
# Awards = 1

4. Education
Number = 19
Mean = 336.3
Median = 282
Min = 178
Max = 582
# Awards = 1

5. Health Care
Number = 19
Mean = 421.5
Median = 439
Min = 254
Max = 593
# Awards = 2

Total Score at Independent Review

-100 0 100 200 300 400 500 600 700 800 900 1000

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# Baldrige Quality Award Data Analysis

## Within-Year Comparison of Independent Review Scores by Sector

### 2004

<table>
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<tr>
<th>Sector</th>
<th>Number</th>
<th>Mean</th>
<th>Median</th>
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<th>Max</th>
<th>Awards</th>
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<td>1. Manufacturing</td>
<td>8</td>
<td>500.6</td>
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<td>651</td>
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<td>536</td>
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<td>470.9</td>
<td>467.5</td>
<td>320</td>
<td>668</td>
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- Total Score at Independent Review

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2005

1. Manufacturing

Insufficient Data for Public Release

Number = 6
Mean = 428.8
Median = 419.5
Min = 144
Max = 660

# Awards = 1

2. Service

Number = 8
Mean = 467.3
Median = 397
Min = 327
Max = 649

# Awards = 1

3. Small Business

Number = 8
Mean = 467.3
Median = 397
Min = 327
Max = 649

# Awards = 1

4. Education

Number = 16
Mean = 419.8
Median = 413
Min = 184
Max = 575

# Awards = 2

5. Health Care

Number = 33
Mean = 484.2
Median = 477
Min = 305
Max = 654

# Awards = 1

Total Score at Independent Review
Baldrige Quality Award Data Analysis
Within-Year Comparison of Independent Review Scores by Sector

2006

1. Manufacturing
- Number = 3
- Mean = 470.7
- Median = 471
- Min = 432
- Max = 509

2. Service
- Number = 4
- Mean = 518.8
- Median = 485.5
- Min = 445
- Max = 659

3. Small Business
- Number = 8
- Mean = 428.9
- Median = 395
- Min = 292
- Max = 612

4. Education
- Number = 16
- Mean = 472.3
- Median = 466
- Min = 185
- Max = 588

5. Health Care
- Number = 45
- Mean = 482.4
- Median = 472
- Min = 278
- Max = 694

6. Nonprofit
- Number = 10
- Mean = 454.3
- Median = 438.5
- Min = 316
- Max = 706

Total Score at Independent Review
Baldrige Quality Award Data Analysis
Within-Sector Comparison of Independent Review Scores by Year

1. Manufacturing

<table>
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Please note: Highest Independent Review score does not necessarily result in receipt of the Award.

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Baldrige Quality Award Data Analysis
Within-Sector Comparison of Independent Review Scores by Year

2. Service

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Please note: Highest Independent Review score does not necessarily result in receipt of the Award.
3. Small Business

<table>
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<td>2006</td>
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</tbody>
</table>

Total Score at Independent Review

Please note: Highest Independent Review score does not necessarily result in receipt of the Award
4. Education

Within-Sector Comparison of Independent Review Scores by Year

Please note: Highest Independent Review score does not necessarily result in receipt of the Award
5. Health Care

Please note: Highest Independent Review score does not necessarily result in receipt of the Award
6. Nonprofit