

Quality Texas Foundation Conference

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Presented by:

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Background

- Privately-owned energy retailer servicing over 100,000 customers
- Celebrated 30 years in 2018
- Started Baldrige journey in 1st quarter 2017
- Joined QTF in August 2017
- Sent 4 leaders to QTF examiner training in 2017
- Completed the Commitment Level application in 2018

Baldrige Lesson #1

Get involved in QTF.

Baldrige Lesson #2

Get everyone in the same boat.

Baldrige Lesson #3

Be willing to invest financial and human resources in Baldrige.



Santanna
ENERGY SERVICES