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Contact: Pamela Quidley
Manager, Communications and External Affairs
830.312.7940 | pquidley@nbutexas.com

New Braunfels Utilities Earns Commitment Level Recognition from Quality Texas Foundation

(New Braunfels, TX – July 11, 2019) – Along with two 2019 Governor’s Texas Awards for Performance Excellence and many other recognitions, the Quality Texas Foundation recognized three Commitment Level Recipients during its 26th Annual Texas Quest for Excellence Conference held at the San Antonio Rivercenter Marriott June 23-25, 2019. New Braunfels Utilities (NBU) was recognized at the Commitment Level and continues to make their Malcolm Baldrige journey a priority.

The Commitment Level recognizes those organizations that have begun using quality principles to build a sound management system. Such organizations will have identified areas that are most important to the organization’s long-term success and will have begun developing systematic approaches for key processes. It is likely that measures and performance levels can be demonstrated in some of these areas.

“The Baldrige framework does not allow for silos or individual areas of excellence,” said Janice Jessen, NBU’s executive director of people and strategy. “The entire focus is on managing all of the components of an organization as a unified whole to achieve its mission, ongoing success, and performance excellence. The Quality Texas Foundation was established to be a support and training platform for the Baldrige framework and to assist organizations in working on continuous improvement, and ultimately achieving the Malcom Baldrige National Quality Award, a Presidential award. It is a journey!”

New Braunfels Utilities will continue to expand the Baldrige framework of process improvement throughout the organization and prepare for the next application step at the state level. “While the recognition is nice, the benefits of this continuous improvement framework is the real return on investment and our focus,” added Jessen. “New Braunfels Utilities’ mission to enhance the quality of our community by providing innovative essential services, with exceptional results remains our focus on this continuous improvement journey.”

To learn more about New Braunfels Utilities, visit nbutexas.com.

To learn more about Quality Texas Foundation, visit quality-texas.org.

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About New Braunfels Utilities:

Dedicated to excellence in service, New Braunfels Utilities is one of 2,000 community-owned, nonprofit public power electric utilities in the nation. The mission of New Braunfels Utilities is to enhance the quality of our community by providing innovative, essential services. Governed by a Board of Trustees comprised of local residents appointed by the New Braunfels City Council, New Braunfels Utilities is committed to being a recognized and trusted community partner, providing electric, water, and waste water services. Utility revenues are continually invested back into the systems of the customers, which benefits the community. New Braunfels Utilities makes an annual transfer to the City of New Braunfels, which in turn helps to pay for services such as fire, police, and parks. Follow NBU on Facebook at facebook.com/newbraunfelsutilities, on Twitter at @nbutexas, and to learn more visit nbutexas.com.

