

THE BALDRIGE JOURNEY

Receiving the Malcolm Baldrige National Quality Award (MBNQA) is a milestone in a 15-year journey of integrating continuous improvement concepts into MEDRAD's daily operations.

1988

- The Malcolm Baldrige National Quality Award is introduced.
- MEDRAD initiated a total quality management process, called Quality for Life[®] (QFL). QFL focused primarily on product and service quality, on-time delivery and customer satisfaction.
- MEDRAD also focused on developing a high performance, team-based culture at MEDRAD.

1990

MEDRAD adopted the "Medrad Quality Policy," which still reads, in part: "MEDRAD is dedicated to continually improving the quality of all of our products and services such that our customers' satisfaction, loyalty and respect are unsurpassed. It is our policy to clearly understand and agree upon the valid requirements of the work we perform for our customers, both internal and external, and to pursue 100% conformance to those requirements...on time, every time."

1994

MEDRAD conducted a self-assessment against the Malcolm Baldrige criteria, as the next step in fulfilling our Quality Policy of unsurpassed customer satisfaction. From that self-assessment, we identified improvements to take our performance approaches to the next level.

1995

MEDRAD achieved Certification to ISO 9001 and the European Medical Device Directive to enable application of the CE Mark; this is the most comprehensive level that is possible as part of the European quality certification program.

1996

- MEDRAD submitted its first MBNQA application, and used the feedback report to incorporate improvements.
- The Performance Excellence concept was introduced, with a focus on overall corporate performance.

1999

MEDRAD submitted a second MBNQA application, and was honored with a site visit by an MBNQA examination team. A second feedback report initiated further cycles of improvement.

2000

MEDRAD applied for a third time, and was again honored with a site visit. A third feedback report led to additional improvements.

2002

MEDRAD applied a fourth time, and was one of eight organizations to earn a site visit.

2003

MEDRAD applied a fifth time, and was one of three manufacturers to earn a site visit. In October, a team of eight MBNQA examiners did an in-depth evaluation of MEDRAD against the seven Baldrige criteria: Leadership, Strategic Planning, Customer and Market Focus, Information and Analysis, Human Resource Focus, Process Management and Business Results. In November 2003, U.S. Secretary of Commerce Donald Evans called MEDRAD President and CEO John P. Friel with the news that MEDRAD was a Malcolm Baldrige National Quality Award recipient.

MEDRAD's journey of continuous improvement continues . . .