

BTES Receives 2017 Malcolm Baldrige National Quality Award

Bristol, TN – Bristol Tennessee Essential Services (BTES), a municipally-owned electric utility located in Bristol, Tennessee, is pleased to announce it was recently selected as one of five recipients of the 2017 Malcolm Baldrige National Quality Award. BTES is the first utility company to receive the award.

The Malcolm Baldrige National Quality Award is a Presidential-level award presented annually to U.S. manufacturing, service, small business, health care, education and nonprofit organizations that apply and are judged to be outstanding in the seven Baldrige Criteria for Performance Excellence. Over the last 30 years, the National Institute of Standards and Technology has selected a total of 110 organizations to receive the Malcolm Baldrige National Quality Award.

“At BTES, continuous improvement and performance excellence are part of our culture,” said Mike Browder, CEO of BTES. “We are honored to accept this award from the National Institute of Standards and Technology as we continue on our journey to be the best electric, Internet, telephone and cable television provider.”

BTES has been using the Baldrige framework for continuous improvement for over 25 years and recognizes the evaluation and assessment process as a development opportunity for its employees and the organization as a whole. BTES is passionate about performance excellence and uses the Baldrige framework to help them meet their mission of exceeding their customers' expectations.

About the Baldrige Performance Excellence Program

The Baldrige Performance Excellence Program was established in 1987 to enhance the competitiveness, quality and productivity of U.S. organizations for the benefit of all residents. The Malcolm Baldrige National Quality Award uses the Baldrige Excellence Framework to provide organizations feedback in seven major categories: leadership; strategy; customers; measurement, analysis, and knowledge management; workforce; operations; and results.

For more information about the Baldrige National Quality Award, please visit <https://www.nist.gov/baldrige/>.

About BTES

Bristol Tennessee Essential Services (BTES) is a municipally-owned electric utility that also provides an advanced fiber optic network that supports its electric system and offers Internet, telephone and cable television services. With a mission to provide services that exceed expectations – BTES' employees focus on the key success factors of Reliability, Safety and Financial as a means to work toward their vision of being the best electric, Internet, telephone and cable television provider. BTES provides service to over 33,000 electric customers and over 17,000 fiber customers in a 280-square-mile service area in the City of Bristol and Sullivan County, Tennessee. With only 68 employees, BTES is among the best in class in providing reliable, safe, cost-effective services to its community. BTES has received the Excellence award twice from the Tennessee Center for Performance Excellence, the state recognition based on the Baldrige Award.

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