



Our
Baldrige
Journey

It's how we
do business.



Our Baldrige Journey

The Baldrige Performance Excellence Program is a public-private partnership dedicated to the resilience and long-term success of U.S. businesses. It honors national role models with the Malcolm Baldrige National Quality Award, the highest level of recognition for performance excellence in the United States.

In 2010, Freese and Nichols became the first engineering firm to receive the Baldrige Award, validating our deep commitment to quality service. The practices and values that led to the award still provide the framework for how we operate today.

Continuous Improvement

 is interwoven into everything we do at Freese and Nichols.
Simply put: **It's how we do business.**

How we lead.

Our leadership system infuses our LEADS values across our firm. We lead by example, take responsibility, and build long-term relationships at all levels.



How we plan.

We shape our resilient future with a strategic plan that evolves every three years. We make decisions based on facts and adapt to meet changing needs.



How we engage.

We boost our team by matching challenging work with interests, fostering growth through career paths, and providing a supportive place to work and innovate.



How we deliver.

We excel by focusing on outstanding service. Through attentive listening and strategic feedback, we provide top-notch technical execution with a personal touch.



How we serve.

We blend our commitment to client service with deep involvement in our communities and professions, resulting in enduring benefits to the world around us.



How we sustain.

We stay ready and resilient through robust risk management. By planning, training and adapting, we're prepared to handle disruptions and emergencies.