



About the Baldrige Performance Excellence Program

Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

Baldrige in the District of Columbia

- **4 District of Columbia applicants for the Baldrige Award (2005–2016)**
- **7 Baldrige examiners from the District of Columbia volunteered over \$100,000 in services in 2015.**

The U.S. Senate Productivity and Quality Award for Virginia and D.C.

The Alliance for Performance Excellence (www.baldrigepe.org/alliance), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. Virginia Senate Productivity and Quality Award (SPQA; www.spqa-va.org) administers the Baldrige-based U.S. Senate Productivity and Quality Awards for Virginia and the District of Columbia. SPQA is an all-volunteer organization and is the longest continuously operating award program of its type in the United States. SPQA offers both public and customized workshop training programs; a process of formal review and feedback for Virginia and D.C.-based businesses regardless of size, sector or organizational maturity (based on the Baldrige Framework for Performance Excellence); and an award program that recognizes participating organizations as they progress in their efforts.

2014–2016 Senate Productivity and Quality Award Recipients in Washington, D.C.

American Society of Landscape Architects (2015, Achievement)
Brinton Woods Health and Rehabilitation Center (2014, Achievement)

AHCA/NCAL National Quality Award Winners in Washington, D.C.

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Forest Hills of DC Assisted Living (2016, Bronze)
Forest Hills of DC Skilled Nursing Facility (2016, Bronze)
Forest Side Memory Care Assisted Living (2016, Bronze)
Stoddard Baptist Global Care at Washington Center for Aging Services (2016, Bronze)
Unique Residential Care Center (2015, Silver)
Brinton Woods Health & Rehabilitation Center at Dupont Circle (2014, Silver)

Lisner-Louise-Dickson-Hurt Home (2014, Silver)
Stoddard Baptist Nursing Home (2015, Bronze)
Carroll Manor Nursing and Rehabilitation Center (2015, Bronze)
The Residences at Thomas Circle (2015, Bronze)
The Washington Home and Community Hospices (2014, Bronze)

Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,673 feedback reports detailing organizational strengths and opportunities for improvement.
- 106 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2016 applicants represent 589,635 U.S. jobs, 2,815 work sites, more than \$147 billion in revenues/budgets, and nearly 450 million customers served.
- 366 national Baldrige examiners volunteered roughly \$5.6 million in services in 2016.
- In 2015, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 1,262 volunteer examiners.
- Organizations from all sectors and of all sizes use the Baldrige Excellence Framework for improvement.

Sample Achievements by Baldrige Award Winners

- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **Growth in revenue from \$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
- In **customer satisfaction, outperformed its closest competitor** in 20 of 20 performance attributes (MESA)
- Consistent **Healthgrades scores in the top 10% nationally** for patient safety, general surgery, gastrointestinal care, and joint replacement (Hill Country Memorial)
- Voted **“Best Financial Institution”** by readers of the *Boulder Daily Camera* for 15 of 16 years; more mortgage volume in its county than any of its competitors (Elevations Credit Union)
- Despite rigorous public school graduation requirements, a **97.4% graduation rate** in 2012-2013 (Pewaukee School District)
- **Revenue growth** from about \$120 million in 1997 to about \$625 million in 2009 (MEDRAD)
- For four years, composite performance **at or better than the top 10% of health care systems nationally** for each disease group in the core measures reported by the Centers for Medicare and Medicaid Services (St. David’s HealthCare)
- 90% or higher **customer satisfaction** levels (Premier Inc.)
- **Profitability during 4 years of economic downturn** while the rest of the industry saw minimal growth and modest profit (Freese and Nichols)
- Improvement in **academic composite ranking from 55th to 9th** in North Carolina (Iredell-Statesville Schools)
- Better resident **ratings of overall quality of service** than the state, county, and U.S. governments (City of Irving, Texas)
- **Patient satisfaction at or above the national 90th percentile** for the 4 years leading to its Baldrige Award (North Mississippi Health Services)