



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

Baldrige in Virginia

- **25 Virginia applicants for the Baldrige Award (2005–2017)**
- **3 Virginia award applicants in 2016–2017 represent 7,708 jobs, 64 work locations, \$880 million in revenues/budgets, and more than 99,000 customers served.**
- **13 Baldrige examiners from Virginia volunteered over \$197,000 in services in 2017.**

Virginia National Role Model

PricewaterhouseCoopers Public Sector Practice, service, 2014

Success Story



PricewaterhouseCoopers Public Sector Practice (PSP) was formed in 2005 and is one of 17 business units of PricewaterhouseCoopers. Key customers are the U.S. federal government and state and local governments. Within PwC, this group is the only unit to serve this market. PSP provides business advisory services, including risk consulting, management consulting, and technology consulting. Headquartered in McLean, PSP employs nearly 1,100 people and reported gross revenue of \$265.5 million for fiscal year 2014.

Highlights

- “Exceptional” or “very good” ratings on the federal government’s Contractor Performance Assessment Reports at or near 100% for 2010–2014
- 50+ Net Promoter System (tool for measuring and comparing customer engagement and loyalty) survey scores in all markets since 2012—equal to or better than scores for some of the most respected companies in the country
- Growth in revenue from \$41 million in 2005 to \$265 million in 2014
- Decreases in workforce turnover each year from 2009 to 2014, from approximately 22% to 13%, against an industry average of 20%

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

The Alliance for Performance Excellence (www.BaldrigeAlliance.org) is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

The Senate Productivity and Quality Award (SPQA; www.spqa-va.org) has a four-level Recognition Award Program. The SPQA Medallion Award for Excellence is the highest award. SPQA has two additional non-award programs: Discovery and Ones-to-Watch. Both provide feedback and mentoring to organizations prior to their participating in Recognition.

2012–2017 Senate Productivity and Quality Award Recipients in Virginia

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| Arlington County Public Schools (Medallion) | UNOS (Discovery) |
| National Reconnaissance Office—Media Services Center (Medallion; Certificate) | Performance Signs (Discovery) |
| Mountain States Health Alliance (Medallion) | Highground Services, Inc. (Ones to Watch) |
| Bon Secours St. Mary’s Hospital (Achievement; Plaque) | Intellectual Point (Ones to Watch) |
| Mary Washington Healthcare (Achievement; Plaque) | J. R. Caskey (Ones to Watch) |
| Global Linguist Solutions, LLC (Certificate) | National Security and Door Corporation (Ones to Watch) |
| VA Community Memorial Healthcenter (Certificate) | RMGS (Ones to Watch) |
| VA Hunter Holmes McGuire VA Medical Center (Certificate) | Systems Engineering, Inc. (Ones to Watch) |

Success Story



Arlington Public Schools (APS) serves Arlington County, a diverse, dynamic, and professional community located across the Potomac River from Washington, D.C. With 36 schools and more than 24,000 students, APS is the 13th largest among Virginia’s 132 school divisions. Students hail from 111 nations and speak 88 languages.

Highlights

- Approaching 95% on-time graduation rate for all student groups
- Significant improvement trends in Standards of Learning Test pass rates; narrowing of the achievement gap between different student groups

AHCA/NCAL National Quality Award Recipients in Virginia

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

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| Autumn Care of Altavista (Bronze, 2016) | Riverside Shore Rehabilitation Center (Bronze, 2016) |
| Belvoir Woods Assisted Living (Bronze, 2016) | Sunrise at Bluemont Park (Bronze, 2016) |
| Belvoir Woods Health Care Center (Bronze, 2016) | Sunrise at Bon Air (Bronze, 2017) |
| Berry Hill Health and Rehabilitation Center (Bronze, 2016) | Sunrise at Fair Oaks (Bronze, 2016) |
| Braddock Glen (Bronze, 2017) | Sunrise at Hunter Mill (Bronze, 2016) |
| The Colonnades (Bronze, 2016) | Sunrise at Mount Vernon (Bronze, 2016) |
| Commonwealth Health & Rehab. Center (Bronze, 2016) | Sunrise at Reston Town Center (Bronze, 2016) |
| Heritage Hall Blacksburg (Silver, 2016) | Sunrise of Alexandria (Bronze, 2016) |
| Heritage Hall Clintwood (Silver, 2017) | Sunrise of Arlington (Bronze, 2016) |
| Heritage Hall Front Royal (Silver, 2017) | Sunrise of Fairfax (Bronze, 2016) |
| Heritage Hall Grundy (Silver, 2017) | Sunrise of Falls Church (Bronze, 2016) |
| Heritage Hall Rich Creek (Bronze, 2016) | Sunrise of Leesburg (Silver, 2017; Bronze, 2016) |
| Inova Loudoun Nursing & Rehab. Center (Gold, 2017) | Sunrise of McLean (Bronze, 2016) |
| The Jefferson (Bronze, 2016) | Sunrise of Richmond (Bronze, 2017) |
| Lancashire Convalescent & Rehab. Center (Bronze, 2016) | Sunrise of Springfield (Silver, 2017; Bronze, 2016) |
| The Laurels of Charlottesville (Bronze, 2017) | The Sylvestery (Bronze, 2016) |
| The Laurels of Willow Creek (Bronze, 2017) | The Towers (Bronze, 2016) |
| The Orchard (Silver, 2017; Bronze, 2016) | Trinity Mission Health & Rehab. of Rocky Mount (Bronze, 2016) |
| River View on the Appomattox Health & Rehab. (Bronze, 2016) | Trinity Mission of Charlottesville (Bronze, 2016) |
| Riverside Convalescent Center, Mathews (Bronze, 2016) | Trinity Mission of Farmville, LLC (Bronze, 2016) |
| Riverside Convalescent Center, West Point (Bronze, 2017) | The Woodlands Health & Rehab. Center (Bronze, 2016) |