



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 Wisconsin

- **30 Wisconsin applicants for the Baldrige Award (2005–2016)**
- **1 Wisconsin award applicant in 2013 represents 296 jobs, \$28.6 million in revenues/budgets, and over 2,760 customers served.**
- **11 Baldrige examiners from Wisconsin volunteered over \$167,000 in services in 2016.**

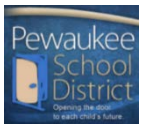
Wisconsin National Role Models

Pewaukee School District, education, 2013 (Pewaukee)

Mercy Health System, health care, 2007 (Janesville)

University of Wisconsin-Stout, education, 2002 (Menomonie)

Success Story



Pewaukee School District, located in Waukesha County, Wisconsin (outside Milwaukee), has an enrollment of 2,760 students. The district includes four schools (two elementary schools, one middle school and one high school) housed on an 85-acre campus that serves students from both the city and village of Pewaukee. The district is staffed by 296 employees and operates under a budget of \$28.6 million.

Selected Results

- 93.8% parent satisfaction with educational quality in 2012-2013
- 91.5%–94.8% parent satisfaction with communication in 2012-2013, compared with a national average of 74%
- 0.09% dropout rate, better than rates in the county, the state, and nearby high-performing districts by a factor of 5 to 15
- Economically disadvantaged students achieving 45.5% proficiency compared with scores below 33% for similar students in the county, the state, and nearby high-performing schools on the Wisconsin Knowledge and Concept Examinations reading proficiency tests
- Named one of Wisconsin's Top 100 Workplaces for 2011, 2012 and 2013

Wisconsin Center for Performance Excellence

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 and nearly all U.S. states. These programs rely on the Baldrige Program for the Criteria for Performance Excellence and other resources but operate without financial support from the Baldrige Program. The Wisconsin Center for Performance Excellence (www.wisquality.org) strives to create better organizations, better results, and recognize great organizations with the Wisconsin Forward Award. It has the tools and resources to help Wisconsin organizations of all types and sizes to successfully achieve their vision and contribute to the economic vitality of the region. Hundreds of Wisconsin organizations from all sectors and of all sizes have affiliated with the Center since its inception.

2012–2016 Wisconsin Forward Award Recipients

ASQ (Excellence)	Milwaukee Area Technical College (Proficiency)
HSHS St. Joseph's Hospital (Excellence)	Waukesha County Technical College (Proficiency)
SSM Health Care of Wisconsin (Excellence)	Milwaukee County: Department of Administration (Commitment)
Black River Memorial Hospital (Mastery)	Community Care, Inc. (Challenger)
Chippewa Valley Technical College (Mastery)	Curative Care (Challenger)
Holy Family Memorial, Inc. (Mastery)	Department of Employee Trust Funds (Challenger)
Kohl's Departments Stores Retail Payment Solutions (Mastery)	HSHS Western Wisconsin Division (Challenger)
Mayo Clinic Health System Red Cedar, Inc. (Mastery)	Milwaukee County Department of Health and Human Services (Challenger)
MetaStar, Inc. (Mastery)	ContinUs (Recognition)
Monona Terrace Community & Convention Center (Mastery)	Goodwill of Southeastern Wisconsin (Recognition)
Sauk Prairie Memorial Hospital and Clinics (Mastery)	iLead Charter School (Recognition)
Columbus Community Hospital (Proficiency)	Marquardt Village (Recognition)
Crossing Rivers Health (Proficiency)	North Central Health Care (Recognition)

Success Story



ASQ is a not-for-profit membership organization and is the world's leading community of people passionate about quality. ASQ creates better workplaces and communities worldwide by advancing learning, quality improvement, and knowledge exchange to improve results. ASQ has 203 employees, with 176 working at its world headquarters in Milwaukee and 27 working in the China, India, and Mexico National Service Centers. As a champion of the quality movement, ASQ product offerings include concepts, technologies, and tools for everyone interested in learning to improve themselves and their world.

Selected Results

- Growing satisfaction with Quality Body of Knowledge products, including an increase in top-box scores for domestic learning and knowledge products and global knowledge offerings.
- Over 5 years, double-digit growth in technical in technical communities (23%), global geographic communities (36%), and online communities (21%).

AHCA/NCAL National Quality Award Winners in Wisconsin

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.

Frederic Nursing & Rehabilitation (2016, Silver)	Sunrise Care Center (2016, Bronze)
Morningside Health Center (2016, Silver)	Tomah Nursing and Rehabilitation Center (2016, Bronze)
River's Bend Health and Rehabilitation Center (2016, Silver)	Colonial Center (2016, Bronze)
Willowbrook Nursing and Rehabilitation Center (2016, Silver)	Riverbend Senior Living (2016, Bronze)
Heritage Nursing and Rehabilitation Center (2015, Silver)	Columbus Health and Rehab (2015, Bronze)
Maple Ridge Health & Rehabilitation Center (2015, Silver)	Dove Healthcare South (2015, Bronze)
Mercy Residential and Rehabilitation Center (2015, Silver)	Golden Living Center Riverdale (2015, Bronze)
Willowdale Nursing and Rehabilitation (2015, Silver)	Lakeview Manor (2015, Bronze)
	Mount Washington Residence (2015, Bronze)
	Pepin Health & Rehab (2015, Bronze)