



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 California

- **47 California applicants for the Baldrige Award (2005–2017)**
- **3 California award applicants in 2016–2017 represent 8,733 jobs, 37 work locations, over \$94 billion in revenues/budgets, and over 590,000 customers served.**
- **17 Baldrige examiners from California volunteered over \$258,000 in services in 2016.**

California National Role Models

Stellar Solutions, small business, 2017

Momentum Group, small business, 2016

Charter School of San Diego, education, 2015

Sutter Davis Hospital, health care, 2013

SHARP, health care, 2007

Boeing Mobility (formerly Airlift and Tanker),
manufacturing, 1998

Solar Turbines Inc., manufacturing, 1998

Solelectron Corp., manufacturing, 1997 and 1991

ADAC Laboratories, manufacturing, 1996

Granite Rock Company, small business, 1992

Success Story



Stellar Solutions is a global provider of systems engineering, integration, and program management expertise in government and commercial programs related to the aerospace field. A woman-owned, professional engineering services business, with locations in Palo Alto, CA; Chantilly, VA; and Denver, CO, Stellar was founded in 1995 to provide technical expertise and management for national and international aerospace programs. Over 90 percent of the 175 employees work at secure/restricted customer sites. In 2016, revenue was recorded at \$46.6 million.

Highlights

- Revenue growth from 1.18% in 2013 to 6.81% in 2016, despite constraints in government funding
- Named a Great Place to Work by Fortune magazine from 2014 to 2017
- > 95th percentile ranking on three Great Place to Work benchmarks
- 100% of customers recommending the company

California Council for Excellence

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 California Council for Excellence's (CCE; www.calexcellence.org) mission is to inspire and enable California organizations to achieve world-class results based on the framework of the Baldrige Performance Excellence Program. CCE administers the annual California Awards for Performance Excellence program.

2013–2017 California Award for Performance Excellence Recipients

Adventist Health White Memorial (Eureka Gold)
Charter School of San Diego (Eureka Gold)
Momentum Group (Eureka Gold)
Kaiser Permanente San Diego (Eureka Gold)
Stellar Solutions, Inc. (Eureka Gold)
Adventist Health Central Valley Network (Eureka Silver)
AltaMed Health Services (Eureka Silver)
County of San Diego Health & Human Services Agency
(Eureka Silver)
Family Health Centers of San Diego (Eureka Silver)
Mills-Peninsula Medical Center (Eureka Silver)

VA Palo Alto Health Care System (Eureka Silver)
Adventist Health Sonora (Eureka Bronze)
Hathaway-Sycamore Child and Family Services
(Eureka Bronze)
Kindred Nursing and Rehabilitation: Golden Gate
(Eureka Bronze)
Sonora Regional Medical Center (Eureka Bronze)
Victor Elementary School District (Eureka Bronze)
Yakima Valley Memorial Hospital & Family of Services
(Eureka Bronze)

Success Story



Adventist Health White Memorial was established in 1913 in Los Angeles and in the community of Boyle Heights as a teaching and training site for medical students of Adventist Health. Today, White Memorial continues its tradition of serving as a teaching hospital, training physicians in five primary care residencies. Considered an intercity hospital, it has 353 licensed beds with a 67.5% occupation rate. With a per capita income of less than \$17,000, the hospital's service area is one of the poorest in the county.

Highlights

- Better-than-top-decile levels of patient mortality and readmission rates
- Timeliness-of-care measures that outperform the top-decile or industry benchmark
- Largest overall, obstetrics, and cardiovascular market share in Los Angeles

AHCA/NCAL National Quality Award Recipients in California

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.

ACC Care Center (Silver, 2017)
Arbor Rehabilitation & Nursing Center (Silver, 2017)
Carmel Mountain Rehabilitation & Health Care Center
(Silver, 2017)
Edgemoor DP SNF (Gold, 2017; Silver, 2014)
Golden Living Center—Country View Alzheimer's Care
(2015, Silver)
Golden LivingCenter—Fresno (Silver, 2014)
Kindred Nursing & Rehabilitation—Golden Gate
(Silver, 2014)
Mission Skilled Nursing & Sub-Acute Center (Silver, 2014)
Pacific Coast Manor (Gold, 2015)
Prestige Assisted Living at Lancaster (Silver, 2017)

Sonoma Valley Hospital D/P SNF (Silver, 2014)
Stonebrook Healthcare Center (Gold, 2014)
Sunrise of Fair Oaks (Silver, 2017)
The Carlisle (Silver, 2017)
The Pines at Placerville (Silver, 2016)
The Stratford (Silver, 2016)
Van Nuys (Silver, 2016)
Vintage Faire Nursing and Rehabilitation Center
(Silver, 2014)
Vista Pacifica Center (Silver, 2017)
Windsor Gardens of Los Angeles (Silver, 2016)
95 Bronze winners, 2013–2017