



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 Georgia

- 10 Georgia applicants for the Baldrige Award (2005–2016)
- 1 Georgia applicant in 2013 represents 1,906 jobs, 2 work locations, around \$250 million in revenues/budgets, and an estimated 88,000 customers served.
- 9 Baldrige examiners from Georgia volunteered over \$136,000 in services in 2016.

Georgia National Role Model

The Ritz-Carlton Hotel Company (now part of Marriott International), 1992, 1999

Success Story



The only two-time recipient of the Baldrige Award in the service category, The Ritz-Carlton Hotel Company manages dozens of luxury hotels worldwide. All have received four- or five-star ratings from the Mobil Travel Guide and diamond ratings from the American Automobile Association. More than 85% of the company's employees—known as "Ladies and Gentlemen of The Ritz-Carlton"—are frontline hotel workers. Through extensive training programs and professional development opportunities, the company encourages personnel to advance. In fact, former Ritz-Carlton President and Chief Operating Officer Horst Schulze began his career as a waiter's apprentice at a hotel. An independently operated division of Marriott International, Inc., the hotel was headquartered in Atlanta when it won its Baldrige Awards.

Selected Results

- 99% of guests satisfied with their overall experience; more than 80% "extremely satisfied"
- Near doubling of pretax return on investment and earnings (before income taxes, depreciation, and amortization) over 4 years

Georgia Oglethorpe Award

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 Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. Georgia Oglethorpe (www.georgiaoglethorpe.org) is a nonprofit public-private partnership that provides services to Georgia's business, industry, government, education, health care, and nonprofit organizations. It promotes both strategic and tactical organizational performance improvement and excellence. This is achieved by offering education, assessment, feedback, and recognition based on the Criteria for Performance Excellence.

AHCA/NCAL National Quality Award Winners in Georgia

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.

Comer Health and Rehabilitation (2016, Silver)
Pine Knoll Nursing and Rehabilitation (2016, Silver)
PruittHealth Bethany (2016, Silver)
PruittHealth Brookhaven (2016, Silver)
Regency Park Health & Rehabilitation (2016, Silver)
Ridgewood Manor Health and Rehabilitation (2016, Silver)
Sunrise of Decatur (2016, Silver)
Sunrise of Johns Creek (2016, Silver)
Sunrise at Webb Gin (2016, Silver)
Azalealand Nursing Home (2016, Bronze)
A G Rhodes Cobb (2016, Bronze)
Folkston Park, Genesis Healthcare (2016, Bronze)
The Fountainview Center for Alzheimer's Disease (2016, Bronze)
Glenn-Mor Nursing Home (2016, Bronze)
Golden Living Center Dunwoody (2016, Bronze)
Golden Living Center Kennestone (2016, Bronze)
Golden Living Center Tifton (2016, Bronze)
Hartwell Health and Rehabilitation (2016, Bronze)
Magnolia Manor on the Coast (2016, Bronze)
Oaks Bethany Skilled Nursing (2016, Bronze)
PruittHealth Sylvester (2016, Bronze)
Rehabilitation Center of South Georgia (2016, Bronze)
Reliable Health and Rehab at Lakewood (2016, Bronze)
Scepter Personal Care Center (2016, Bronze)
Senior Care Center St. Mary's (2016, Bronze)
Shamrock Nursing and Rehabilitation Center (2016, Bronze)
Townsend Park Health and Rehabilitation (2016, Bronze)
Twin Oaks Convalescent Center (2016, Bronze)
Vero Health and Rehab of Wadley (2016, Bronze)
Zebulon Park Health and Rehabilitation (2016, Bronze)
Effingham County Care Center (2015, Gold)
Budd Terrace at Wesley Woods (2015, Silver)
Camellia Health and Rehabilitation (2015, Silver)
Agape Health & Rehab. of Moultrie, LLC (Bronze, 2015)
Azalea Health & Rehabilitation (Bronze, 2015)
Bainbridge Health and Rehab (Bronze, 2015)
Bayview Nursing & Rehab (Bronze, 2015)
Brighton Gardens of Buckhead (Bronze, 2015)
Brighton Gardens of Dunwoody (Bronze, 2015)

Comer Health and Rehabilitation (Bronze, 2015)
Florence Hand Home (Bronze, 2015)
Gibson Health and Rehabilitation (Bronze, 2015)
Golden Living Center Jesup (Bronze, 2015)
GraceMore Nursing & Rehab (Bronze, 2015)
Jesup Health and Rehab (Bronze, 2015)
Macon Rehabilitation and Healthcare Center (Bronze, 2015)
Magnolia Manor Methodist Nursing Center (Bronze, 2015)
Magnolia Manor of St. Simons Island Nursing & Rehab Center (Bronze, 2015)
Magnolia Manor South (Bronze, 2015)
Magnolia Manor Retirement Center (Bronze, 2015)
NHC HealthCare, Rossville (Bronze, 2015)
Orchard Health and Rehabilitation (Bronze, 2015)
Providence of Sparta Health and Rehabilitation (Bronze, 2015)
PruittHealth—Bethany (Bronze, 2015)
PruittHealth—Fitzgerald (Bronze, 2015)
Riverside Health and Rehabilitation Center (Bronze, 2015)
Roberta Health and Rehab (2015, Silver)
Roswell Nursing & Rehabilitation Center (Bronze, 2015)
Sears Manor Coastal Nursing & Rehab (Bronze, 2015)
Shady Acres Health & Rehabilitation (Bronze, 2015)
Signature Healthcare of Marietta (Bronze, 2015)
Southeast Georgia Health System Senior Care Center Brunswick (Bronze, 2015)
Sparta Health & Rehabilitation (Bronze, 2015)
Summerhill Senior Living Community (Bronze, 2015)
Sunrise of Buckhead (Bronze, 2015)
Sunrise of Decatur (Bronze, 2015)
Sunrise of East Cobb (Bronze, 2015)
Sunrise at Five Forks (Bronze, 2015)
Sunrise of Huntcliff Summit II (Bronze, 2015)
Sunrise Ivey Ridge (Bronze, 2015)
Sunrise of Johns Creek (Bronze, 2015)
Sunrise at Webb Gin (Bronze, 2015)
Thomson Health and Rehabilitation (Bronze, 2015)
Twin View Health and Rehab (Bronze, 2015)
Warrenton Health and Rehabilitation (Bronze, 2015)