



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 Ohio

- **20 Ohio applicants for the Baldrige Award (2005–2016)**
- **1 Ohio award applicant in 2013 represents 1,490 jobs, over \$217,000 in revenues/budgets, and an estimated 72,500 customers served.**
- **11 Baldrige examiners from Ohio volunteered over \$167,000 in services in 2016.**

Ohio National Role Models

PRO-TEC Coating Co., small business, 2007 (Leipsic)

Dana Corporation—Spicer Driveshaft Division, manufacturing, 2000 (Holland)

Dana Commercial Credit Corporation, service, 1996 (Maumee)

Globe Metallurgical Inc., small business, 1988 (Beverly)

Success Story



Established in 1990 as a joint venture between United States Steel Corporation and Kobe Steel Ltd. of Japan, PRO-TEC Coating Company provides coated sheet steel primarily to the U.S. automotive industry for use in manufacturing cars, trucks, and

sport utility vehicles. PRO-TEC's 236 employees work in a state-of-the-art 730,000-square-foot facility in the small rural town of Leipsic. PRO-TEC is the industry leader in advanced high-strength steel coating and ultra-high-strength steel coating, supplying about 15% of all hot-dipped galvanized steel to the automotive market.

Selected Results

- Profitable for 12 years, with sales of \$846 million in 2006
- Produced no less than 85% of the U.S. advanced high-strength steel supply from 2002 through 2006
- About \$4 million in revenue per associate at approximately, nearly four times the *Industry Week* 90th percentile
- Less than 0.12% defect rate
- Less than 2% turnover rate; has never had a layoff

The Partnership for 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 Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. The Partnership for Excellence (TPE; www.thepartnershipforexcellence.org) is Ohio, Indiana, and West Virginia's Baldrige-based state awards program. A volunteer-driven, 501(c)(3) member organization, its mission is to cultivate organizational performance excellence and continuous improvement in Ohio, Indiana, and West Virginia. TPE assists organizations through self-assessments by evaluating organizational approaches, and the extent these processes are deployed, evaluated, improved, aligned, and integrated throughout the organization. Its primary product is a comprehensive Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement. Its highest award is the Platinum-Level Governor's Award for Excellence.

2013–2016 Governor's Award for Excellence Recipients

Six Disciplines Consulting Services (2016, Platinum; 2015, Gold; 2014, Silver)	Greater Cleveland Regional Transit Authority (2015, Silver)
Blanchard Valley Health System (2016, Gold; 2014, Silver)	Kern International, Inc. (2015, Silver)
Henry County Hospital, Inc. (2016/2015, Silver)	Altercare, Post-Acute Rehabilitation Center, Inc. (2014, Silver)
ProMedica Memorial Hospital (2016, Silver; 2013, Platinum)	Altercare, Majora Lane Center for Rehabilitation & Nursing Care, Inc. (2014, Silver)
University Hospitals Geauga Medical Center (2016, Silver; 2015, Bronze)	Cleveland Clinic Parking Services (2013, Silver)
Butler Technology & Career Development Schools (2016, Bronze)	Edison State Community College (2013, Silver)
Lima Memorial Health System (2016, Bronze)	HealthPark Dentistry (2013, Silver)
	Ohio Army National Guard, Columbus (2013, Silver)

AHCA/NCAL National Quality Award Winners in Ohio

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.

Altercare Post Acute Rehabilitation Center (2016, Gold)	The Forum at Knightsbridge (2016, Bronze)
Kindred Nursing and Rehabilitation Community (2016, Silver)	Hennis Care Centre of Dover (2016, Bronze)
Lanfair Center (2016, Silver)	Kindred Hospital Cleveland Subacute (2016, Bronze)
St. Catherine's Manor of Washington Court House (2016, Silver)	Parkview Care Center (2016, Bronze)
Altercare at Saint Joseph Center Inc. (2016, Bronze)	Piketon Nursing Center (2016, Bronze)
Auburn Skilled Nursing and Rehabilitation (2016, Bronze)	Pine Kirk Care Center (2016, Bronze)
Bowling Green Care Center (2016, Bronze)	Shadyside Care Center (2016, Bronze)
Brighton Gardens of Washington Township (2016, Bronze)	Sunrise of Bexley (2016, Bronze)
Brighton Gardens of Westlake (2016, Bronze)	Sunrise of Cuyahoga Falls (2016, Bronze)
Carriage Inn of Cadiz (2016, Bronze)	Sunrise of Dublin (2016, Bronze)
Coshocton Springs Health and Rehabilitation Center (2016, Bronze)	Sunrise of Findlay (2016, Bronze)
Covington Skilled Nursing and Rehabilitation (2016, Bronze)	Sunrise of Gahanna (2016, Bronze)
Diversicare of Siena Woods (2016, Bronze)	Sunrise of Parma (2016, Bronze)
Edgewood Manor of Greenfield (2016, Bronze)	Sunrise of Poland (2016, Bronze)
Edgewood Manor of Wellston (2016, Bronze)	Sunrise of Rocky River (2016, Bronze)
	11 Silver winners, 2015
	24 Bronze winners, 2015