



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 Arkansas

- **4 Arkansas applicants for the Baldrige Award (2005–2017)**
- **1 Arkansas applicant in 2016 represents 1,453 jobs, 3 work locations, over \$700 million in revenues/budgets, and an estimated 12,000 customers.**
- **2 Baldrige examiners from Arkansas volunteered over \$30,000 in services in 2017.**

Arkansas Governor's Quality Award

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 Arkansas Institute for Performance Excellence (www.arkansas-quality.org) works to advance performance improvement for organizations in the state of Arkansas through training, assessment, and recognition. Utilizing the Baldrige Excellence Framework as a foundation, the program offers training in ISO, cybersecurity, strategic planning, and award application writing. The Governor's Quality Award provides state-wide recognition with assessment and feedback for those who apply for the award.

2014–2017 Arkansas Award Recipients

DD&F Consulting Group (Governor's Award)
Baldor Electric Company (Governor's Award)
Conway Regional Health System (Governor's Award)
J. V. Manufacturing, Inc. (Governor's Award)
North Arkansas College (Governor's Award)
Mainstream Technologies (Achievement)
National Guard Professional Education Center (Achievement)
North Arkansas Regional Medical Center (Achievement)
Saline Memorial Hospital (Achievement)
St. Elizabeth's Place (Achievement)
Arkansas Department of Labor (Commitment)
Central Moloney, Inc. (Commitment)
College of the Ouachitas (Commitment)

The Crossing at Riverside Health and Rehabilitation (Commitment)
EagleCrest Nursing and Rehab (Commitment)
Gosnell Living & Therapy (Commitment)
M. O. Ramay Junior High School (Commitment)
Mercy Hospital Rogers (Commitment)
Mountain Meadows Health & Rehabilitation (Commitment)
NorthWest Arkansas Community College (Commitment)
ProCARE Therapy Services, LLC (Commitment)
Professional Nursing Solutions, LLC (Commitment)
Shiloh Nursing & Rehabilitation (Commitment)
Spring Creek Health & Rehab (Commitment)
Springdale Water Utilities (Commitment)
40+ Challenge recipients

Success Stories



Located in Harrison, North Arkansas College (Northark) provides transfer and technical degrees, certificates, customized business training, adult basic education, and noncredit community education courses. Expanded online degrees and certificates couples with over 70 partnerships with universities provide flexibility to students as they complete their education. Partnerships with local industries provide internship opportunities while in college and a high skilled workforce upon graduation. Northark is 1 of 5 community colleges in Arkansas to offer 100% online associates degrees.

Highlights

- Named one of the 100 most affordable colleges in the nation
- 85% of graduates employed full-time within 6 months of graduation; 81% stay in the local area
- Over 56% increase in degree and certificate completion from 2011 to 2014
- 95% of students recommending the school to a friend or family member



Founded in 1993, DD&F Consulting Group is a full-service bank consulting company with a national practice. DD&F's mission is to help make its clients successful, believing that if it helps its clients succeed, it will be successful. DD&F offers a wide range of services in the areas of strategic & regulatory services, mergers & acquisitions, bank performance, and risk management.

Highlights

- Consistently ranked as one of the top financial advisors by SNL Financial

AHCA/NCAL National Quality Award Recipients in Arkansas

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.

Alcoa Pines Health and Rehabilitation (Bronze, 2015)
Beebe Retirement Center (Silver, 2016)
Brighton Ridge (Bronze, 2016)
Chapel Woods Health & Rehabilitation (Bronze, 2015)
Chenal Rehabilitation & Healthcare (Bronze, 2015)
The Crossing at Riverside Health & Rehabilitation (Silver, 2017; Bronze, 2015)
EagleCrest Nursing & Rehabilitation (Bronze, 2016)
Gassville Therapy & Living (Bronze, 2015)
Gosnell Therapy & Living (Bronze, 2014)
Heritage Square Nursing & Rehabilitation Center (Bronze, 2016)
Hope's Creek Inc. (Bronze, 2014)
Katherine's Place at Wedington (Bronze, 2015)

Lonoke Nursing & Rehabilitation Center (Bronze, 2014)
Mercy Crest Retirement Living (Bronze, 2015)
Mountain Meadows Health & Rehab. (Bronze, 2014)
Osceola Therapy & Living (Bronze, 2015)
Pine Lane Therapy & Living (Bronze, 2015)
Pioneer Therapy & Living (Bronze, 2015)
River Lodge Assisted Living (Bronze, 2014)
Silver Oaks Health & Rehabilitation (Bronze, 2015)
SouthFork River Therapy & Living (Bronze, 2016)
Southridge Village of Cabot (Bronze, 2017)
Spring Creek Health & Rehabilitation (Bronze, 2014)
Twin Lakes Therapy & Living (Bronze, 2016)
Twin Rivers Health & Rehabilitation (Bronze, 2017)
Village Springs Health & Rehabilitation (Bronze, 2014)