



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 Colorado

- **19 Colorado applicants for the Baldrige Award (2005–2016)**
- **3 Colorado award applicants in 2016 represent 1990 jobs, 26 work locations, about \$398 million in revenues/budgets, and more than 158,000 customers served.**
- **9 Baldrige examiners from Colorado volunteered over \$136,000 in services in 2016.**

Colorado National Role Models

Elevations Credit Union, nonprofit, 2014 (Boulder)

Poudre Valley Health System (now University of Colorado Health), health care, 2008 (Fort Collins)

Kenneth W. Monfort College of Business, education, 2004 (Greeley)

CH2MHILL–OMI (f/k/a Operations Management International), service, 2000 (Greenwood Village)

Success Story



A member-owned, nonprofit credit union with over \$1.4 billion in assets, Elevations Credit Union serves over 100,000 members in Boulder, Broomfield, Larimer, and Adams counties, providing a wide range of financial products and services. Headquartered in Boulder, with 10 branches in nearby counties, it employs 332 people and has \$66 million in gross revenue.

Selected Results

- Named “Best Financial Institution” by readers of the *Boulder Daily Camera* for 15 of 16 years
- Top 20% nationally for financial products per household (just over 2.3) in the as measured by the Raddon Financial Group, a credit union benchmarking firm
- Improvement in Net Promoter System scores (measuring customer engagement and loyalty) from 62 to 65 over 3 years, and for new product transactions, from just over 60 to nearly 80 over 3 years for overall transactions
- More mortgage volume in Boulder County than its competitors; in summer of 2014, closed one third of all mortgages in the county
- Employee scores for “has a winning team” at 85%, “builds careers” at 70%, “makes me proud to be part of this organization” at 90%, and “gives me the responsibility and freedom to do my job” at 88%
- Improvement from 49 to 37 days in mortgage lending cycle time over 2 years

Rocky Mountain 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 Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. Incorporated in 2000 as a 501(c) (3) nonprofit corporation, Rocky Mountain Performance Excellence (RMPEX; www.rmpe.org/) helps organizations improve performance and achieve results. The approach is based on the Baldrige Excellence Framework, a proven framework that brings innovation and results to any organization. RMPEX serves Colorado, Montana, and Wyoming.

2012–2016 Rocky Mountain Performance Excellence Award Winners in Colorado

AlloSource (Peak)	Fire & Police Pension Association of Colorado (Timberline)
City of Fort Collins (Peak)	Littleton Adventist Hospital (Timberline)
Denver Health (Peak)	RTD FasTracks Program (Timberline)
Donor Alliance Inc. (Peak)	Sky Ridge Medical Center (Timberline)
Elevations Credit Union (Peak)	Strategic Programs, Inc. (High Plains)
Poudre Valley Health System (Peak)	
El Paso County School District 49 (Timberline)	

Success Story



The City of Fort Collins, Colorado, is a full-service municipal corporation operating under a home rule Council-Manager form of government. The City is nationally recognized by various organizations and magazines as a best place to live. The community has access to outdoor activities and local cultural amenities, and is renowned for its bike-friendly, small-town feel. The City's mission statement is "Exceptional service for an exceptional community." From 2009 to 2014, crime declined steadily, with the first-quarter 2014 crime rate lower than 92% of cities of a similar size.

AHCA/NCAL National Quality Award Winners in Colorado

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.

Allison Care Center (2016, Bronze)	Sunrise at Flatirons (2016, Bronze)
Applewood Living Center (2016, Bronze)	Sunrise at Orchard (2016, Bronze)
Aspen House Memory Care Assisted Living (2016, Bronze)	Sunrise at Pinehurst (2016, Bronze)
Berkley Manor Care Center (2016, Bronze)	Sunrise at University Park (2016, Bronze)
Clear Creek Care Center (2016, Bronze)	Sunrise of Westminster (2016, Bronze)
Eagle Ridge of Grand Valley (2016, Bronze)	Sunset Manor (2016, Bronze)
Grace Manor Care Center (2016, Bronze)	Valley View Health Care Center (2016, Bronze)
Hallmark Nursing Center (2016, Bronze)	Walsh Healthcare Center (2016, Bronze)
Holly Nursing Care Center (2016, Bronze)	Western Hills Health Care Center (2016, Bronze)
Kenton Manor (2016, Bronze)	WestLake Care Community (2016, Bronze)
Life Care Center of Littleton (2016, Bronze)	Life Care Center of Evergreen (2015, Silver)
Life Care Center of Stonegate (2016, Bronze)	4 Bronze winners, 2015
The Pavilion at Villa Pueblo (2016, Bronze)	Holly Heights Nursing Center (2014, Silver)
The Peaks Care Center (2016, Bronze)	Mesa Vista of Boulder (2014, Silver)
Sunrise of Boulder (2016, Bronze)	8 Bronze winners, 2014
Sunrise of Cherry Creek (2016, Bronze)	5 Bronze winners, 2013