



### 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 North Carolina

- **17 North Carolina applicants for the Baldrige Award (2005–2016)**
- **1 North Carolina award applicant in 2016 represents 9,262 jobs, 5 work locations, more than \$1.5 billion in revenues/budgets, and more than 2.2 million customers served.**
- **12 Baldrige examiners from North Carolina volunteered over \$182,000 in services in 2016.**

### North Carolina National Role Models

Iredell-Statesville Schools, education, 2008 (Statesville)

Premier Inc., service, 2006 (Charlotte)

### Success Story



Iredell-Statesville Schools (I-SS) is a K–12 public school system located in southwestern North Carolina within a diverse community and economy. To meet the needs of its 20,900 students, I-SS offers a variety of educational programs delivered in heterogeneously grouped classrooms, two at-risk/behavior schools, and virtual curriculum and early college settings. The system also offers before- and after-school programs, short-term alternative site placement programs, and dual enrollment courses in partnership with a local community college. I-SS considers its 3,416 employees “knowledge assets in achieving organizational learning and improvement.”

### Selected Results

- Per-pupil operations expenditures among the lowest in North Carolina
- Ranked academically in the state’s top 10 school systems
- 100% of staff positions filled, teacher turnover rate below the state average, and waiting lists for most job openings
- Increase from 64% to 80.7% in cohort graduation rates (the percentage of ninth-grade students who graduate from high school four years later) over 5 years
- Increase in SAT scores from 991 to 1056 over 4 years; increase in state rank from 57th (out of 115 school districts) 7th over 5 years

## North Carolina Awards for Excellence

The Alliance for Performance Excellence ([www.baldrigepe.org/alliance](http://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. Based on the Malcolm Baldrige National Quality Award, the North Carolina Award for Excellence (NCAfE; [www.ies.ncsu.edu/about/affiliated-programs/north-carolina-awards-for-excellence-ncafe](http://www.ies.ncsu.edu/about/affiliated-programs/north-carolina-awards-for-excellence-ncafe)) is the top state-level recognition presented to an organization that has demonstrated, through its practices and achievements, the highest level of performance excellence by applying the principles of the Baldrige Excellence Framework. The program was initially formed in 1989 as a foundation through an Executive Order by North Carolina Governor Jim Martin. It was transferred to the Industrial Extension Service (now Industry Expansion Solutions) at North Carolina State University in 2001.

## 2012 North Carolina Award for Excellence Winner

Duke University Hospital

## AHCA/NCAL National Quality Award Winners in North Carolina

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.

LCN & RC of The Oaks (2016, Silver)  
Brian Center Health and Rehabilitation Wallace (2016, Bronze)  
Brian Center Nursing Care (2016, Bronze)  
Haymount Rehabilitation & Nursing Center (2016, Bronze)  
Liberty Commons Nursing and Rehabilitation Center of Johnston County (2016, Bronze)  
Signature Healthcare of Chapel Hill (2016, Bronze)  
Kindred Transitional Care and Rehabilitation-Rose Manor (2015, Silver)  
The Oaks at Whitaker Glen—Mayview (2015, Silver)  
Croatan Ridge Nursing and Rehabilitation Center (2015, Bronze)  
Davis Health Care Center (2015, Bronze)  
Liberty Commons Nursing and Rehabilitation Center of the Oaks (2015, Bronze)  
Riverpoint Crest Nursing and Rehab. Center (2015, Bronze)  
Smithfield Manor, Inc. (2015, Bronze)  
Valley Nursing Center (2015, Bronze)  
Walnut Cove Health and Rehabilitation Center (2015, Bronze)  
Westfield Rehabilitation and Health Center (2015, Bronze)  
Cherry Point Bay Nursing and Rehabilitation Center (2014, Silver)

Macon Valley Nursing and Rehabilitation Center (2014, Silver)  
Southwood Nursing and Rehab (2014, Silver)  
Avante at Reidsville (2014, Bronze)  
Avante at Wilkesboro (2014, Bronze)  
Ayden Court Nursing & Rehabilitation Center (2014, Bronze)  
Bethany Woods Nursing and Rehabilitation Center (2014, Bronze)  
Cross Creek Health Care (2014, Bronze)  
Emerald Ridge Rehabilitation and Care Center (2014, Bronze)  
Enfield Oaks Nursing and Rehabilitation Center (2014, Bronze)  
Franklin Oaks Nursing & Rehabilitation Center (2014, Bronze)  
Harmony Hall Nursing & Rehabilitation (2014, Bronze)  
Harnett Woods Nursing & Rehabilitation Center (2014, Bronze)  
Northampton Nursing and Rehabilitation Center (2014, Bronze)  
PruittHealth at Sealevel (2014, Bronze)  
Roanoke Landing Nursing & Rehab (2014, Bronze)  
Roanoke River Nursing and Rehab (2014, Bronze)  
Tarboro Nursing Center (2014, Bronze)