



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 New York

- **14 New York applicants for the Baldrige Award (2005–2016)**
- **2 New York award applicants (2010–2016) represent 14,550 jobs, 11 work locations, over \$18 billion dollars in revenues/budgets, and an estimated 1.75 million customers served.**
- **2 Baldrige examiners from New York volunteered over \$30,000 in services in 2016.**

New York National Role Models

Pearl River School District, 2001 (Pearl River)

Xerox Business Services, 1997 (Rochester)

Trident Precision Manufacturing, Inc., 1996 (Webster)

Corning Incorporated, Telecommunications Products Division, 1995 (Corning)

Xerox Corporation Business Products and Systems, 1989 (Rochester)

Success Story



Located 20 miles north of New York City in Rockland County, the Pearl River School District (PRSD) provided education for 2,500 children, kindergarten through 12th grade at the time of its Award. In addition, more than 1,000 adults participated in the district's continuing education program. PRSD's 203 teachers are distributed among three elementary schools (kindergarten through grade four), one middle school (grades five through seven), and one high school (grades eight through 12).

Selected Results

- 100% of students graduating; increase in students graduating with a Regents diploma from 63% to 86% over 5 years
- Increase in student satisfaction from 70% to 92% over 3 years; increase in parent satisfaction from 62% to 96% over 5 years
- 75% of special education students taking the SAT I, compared with 3% statewide and 2% nationwide
- Over 8 years, increase of 43% in spending for instruction, largely due to savings from operational efficiencies
- Increase from 71% to 90% in eligible students choosing to attend PRSD rather than private schools

Partners in 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. The nonprofit Partners in Performance Excellence (PIPEX; www.partnerspex.org) is an economic development organization. We educate, train, assess, provide feedback, and recognize organizations committed to a journey of excellence. PIPEX serves Connecticut, Massachusetts, New York, and Rhode Island.

2012–2016 Partners in Performance Excellence Award Winners in New York

Ellis Medicine (Gold)

North Shore LIJ Health System (Silver)

Orange Regional Medical Center (Silver)

Spackenkill Union Free School District (Silver)

AHCA/NCAL National Quality Award Winners in New York

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.

Bridgewater Center for Rehabilitation and Nursing (2016, Bronze)

Highland Rehabilitation and Nursing Center (2016, Bronze)

Schofield Residence (2016, Bronze)

Sunrise Senior Living of North Lynbrook (2016, Bronze)

Sunrise Senior Living of West Babylon (2016, Bronze)

Wingate at Ulster (2016, Bronze)

The Capital Living Nursing and Rehabilitation Centre (2015, Silver)

Schulman and Schachne Institute for Nursing and Rehabilitation (2015, Silver)

The Brightonian (2015, Bronze)

Bronx Center for Rehabilitation and Health Care (2015, Bronze)

Essex Center for Rehabilitation and Healthcare (2015, Bronze)

Heathwood Assisted Living at Williamsville (2015, Bronze)

Kings Harbor Multicare Center (2015, Bronze)

Kingsway Manor Assisted Living (2015, Bronze)

Mills Pond Nursing and Rehabilitation Center (2015, Bronze)

Mohawk Valley Health Care Center (2015, Bronze)

Shore View Nursing and Rehabilitation Center (2015, Bronze)

Sunrise of Crestwood (2015, Bronze)

Sunrise of Dix Hills (2015, Bronze)

Sunrise of Glen Cove (2015, Bronze)

Sunrise of Holbrook (2015, Bronze)

Sunrise in Mill Basin (2015, Bronze)

Sunrise of New City (2015, Bronze)

Sunrise of Sheepshead Bay (2015, Bronze)

Sunrise of Smithtown (2015, Bronze)

Sunrise of Staten Island (2015, Bronze)

Sunrise Senior Living of East Meadow (2015, Bronze)

Sunrise Senior Living East Setauket (2015, Bronze)

Sunrise Senior Living of Plainview (2015, Bronze)