



## 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 (2005–2016)**
- **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 2016.**

## Arkansas Governor's Quality Award

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. The Arkansas Institute for Performance Excellence ([www.arkansas-quality.org](http://www.arkansas-quality.org)) provides opportunities for all organizations in Arkansas to measure their progress toward performance excellence through training, self-assessment and recognition in the Governor's Quality Award Program. Businesses, health care organizations, schools, government agencies, and nonprofits use the Governor's Quality Award process to improve their performance. The process is intended to create a system for measuring progress and growth. Using the Baldrige Excellence Framework, each organization is assessed based on its individual and organizational goals.

## 2014–2016 Arkansas Award Winners

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 College (Achievement)  
North Arkansas Regional Medical Center (Achievement)  
Saline Memorial Hospital (Achievement)  
St. Elizabeth's Place (Achievement)  
Central Moloney, Inc. (Commitment)  
College of the Ouachitas (Commitment)

The Crossing at Riverside Health and Rehabilitation (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 & Rehab (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.

### **Selected Results**

- Named one of the top 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 would recommend 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.

### **Selected Results**

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

## AHCA/NCAL National Quality Award Winners 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.

Beebe Retirement Center (2016, Silver)  
Brighton Ridge (2016, Bronze)  
EagleCrest Nursing and Rehab (2016, Bronze)  
Heritage Square Nursing and Rehabilitation Center (2016, Bronze)  
SouthFork River Therapy and Living (2016, Bronze)  
Twin Lakes Therapy and Living (2016, Bronze)  
Alcoa Pines Health and Rehabilitation (2015, Bronze)  
The Crossing at Riverside Health and Rehabilitation (2015, Bronze)  
Chapel Woods Health and Rehabilitation (2015, Bronze)  
Chenal Rehabilitation and Healthcare (2015, Bronze)  
Gassville Therapy & Living (2015, Bronze)  
Katherine's Place at Wedington (2015, Bronze)

Mercy Crest Retirement Living (2015, Bronze)  
Osceola Therapy and Living (2015, Bronze)  
Pioneer Therapy and Living (2015, Bronze)  
Pine Lane Therapy & Living (2015, Bronze)  
Silver Oaks Health and Rehabilitation (2015, Bronze)  
Gosnell Therapy and Living (2014, Bronze)  
Hope's Creek Inc. (2014, Bronze)  
Lonoke Nursing and Rehabilitation Center (2014, Bronze)  
Mountain Meadows Health and Rehabilitation (2014, Bronze)  
River Lodge Assisted Living (2014, Bronze)  
Spring Creek Health and Rehab (2014, Bronze)  
Village Springs Health and Rehabilitation (2014, Bronze)