



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 South Carolina

- **7 South Carolina applicants for the Baldrige Award (2005–2016)**
- **1 South Carolina award applicant in 2016 represents 436 jobs, \$123 million in revenue/budget, and over 165,000 customers served.**
- **9 Baldrige examiners from South Carolina volunteered over \$136,000 in services in 2016.**

South Carolina National Role Model in Manufacturing

Milliken & Company, 1989 (Spartanburg)

South Carolina Quality Forum

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 South Carolina Quality Forum (www.scquality.com) was formed in 1991 to recognize and encourage improvements in quality and productivity by organizations throughout the state. The annual South Carolina Governor's Quality Conference is sponsored by the South Carolina Quality Forum Steering Committee and its primary partner, the South Carolina Chamber of Commerce. The South Carolina Quality Forum recognizes achievements of organizations that improve the quality of their goods and services and/or set an example of innovation for others to follow. By providing feedback and establishing benchmarks for self-assessment, the Recognition Process helps stimulate organizations to obtain a competitive edge in a global economy.

2011–2016 South Carolina Governor's Quality Award Winners

Charleston Water System (Governor's Award)
Self Regional Healthcare (Governor's Award)
Caris Healthcare (Silver)
Greenville Technical College (Bronze)
Public Employees Benefit Authority (Explorer)

AHCA/NCAL National Quality Award Winners in South 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.

Hope Health & Rehab of Marietta, LLC (2016, Silver)
Golden Age—Inman (2016, Bronze)
Inman Healthcare (2016, Bronze)
Kingston Nursing Center (2016, Bronze)
Lake Moultrie Nursing Home (2016, Bronze)
Morrell Nursing Center (2016, Bronze)
Mullins Nursing Center (2016, Bronze)
NHC Healthcare, Lexington (2016, Bronze)
NHC Parklane (2016, Bronze)
Patewood Rehabilitation & Healthcare Center (2016, Bronze)
PruittHealth Blythewood (2016, Bronze)
Richard M. Campbell Veterans Nursing Home (2016, Bronze)
Veterans Victory House (2016, Bronze)
Windsor Manor Nursing Facility (2016, Bronze)
Pruitt Health Bamberg (2015, Silver)
Ashley River Plantation (2015, Bronze)
Harvest Health & Rehab of Johns Island, LLC (2015, Bronze)
Myrtle Beach Manor Assisted Living (2015, Bronze)
NHC Healthcare Clinton, LLC (2015, Bronze)
The Palms of Mt. Pleasant—Assisted Living (2015, Bronze)

Savannah Grace at the Palms of Mt. Pleasant—SNF (2015, Bronze)
NHC Anderson (2014, Silver)
Agape Rehabilitation of Rock Hill (2014, Bronze)
Capstone Health and Rehab of Easley, LLC (2014, Bronze)
Manna Health & Rehab of Pickens (2014, Bronze)
PruittHealth Walterboro (2014, Bronze)
Sumter Valley N&R LLC, dba Sumter Valley Nursing & Rehab Center (2014, Bronze)
Anchor Health & Rehab of Aiken (2013, Bronze)
Diamond Health & Rehab of Simpsonville (2013, Bronze)
Exalted Health & Rehab of Iva, LLC (2013, Bronze)
Fellowship Health and Rehab of Anderson (2013, Bronze)
Hope Health & Rehab of Marietta, LLC (2013, Bronze)
Hosanna Health & Rehab of Piedmont, LLC (2013, Bronze)
NHC HealthCare, Mauldin (2013, Bronze)
NHC HealthCare, Greenville (2013, Bronze)
Omega Health and Rehab of Greenville, LLC (2013, Bronze)
Petra Health & Rehab of McCormick, LLC (2013, Bronze)
Redeemer Health and Rehab of Pickens, LLC (2013, Bronze)

Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,673 feedback reports detailing organizational strengths and opportunities for improvement.**
- **106 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2016 applicants represent 589,635 U.S. jobs, 2,815 work sites, more than \$147 billion in revenues/budgets, and nearly 450 million customers served.**
- **366 national Baldrige examiners volunteered roughly \$5.6 million in services in 2016.**
- **In 2015, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 1,262 volunteer examiners.**
- **Organizations from all sectors and of all sizes use the Baldrige Excellence Framework for improvement.**