



## 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 Virginia

- **24 Virginia applicants for the Baldrige Award (2005–2016)**
- **2 Virginia award applicants in 2016 represent 7,708 jobs, 64 work locations, \$880 million in revenues/budgets, and more than 99,000 customers served.**
- **17 Baldrige examiners from Virginia volunteered over \$258,000 in services in 2016.**

## Virginia National Role Model

PricewaterhouseCoopers Public Sector Practice, service, 2014 (McLean)

### Success Story

 PricewaterhouseCoopers Public Sector Practice (PSP) was formed in 2005 and is one of 17 business units of PricewaterhouseCoopers. Key customers are the U.S. federal government and state and local governments. Within PwC, this group is the only unit to serve this market. PSP provides business advisory services, including risk consulting, management consulting, and technology consulting. Headquartered in McLean, PSP employs nearly 1,100 people and reported gross revenue of \$265.5 million for fiscal year 2014.

### Selected Results

- “Exceptional” or “very good” ratings on the federal government’s Contractor Performance Assessment Reports at or near 100% for 2010–2014
- 50+ Net Promoter System (tool for measuring and comparing customer engagement and loyalty) survey scores in all markets since 2012—equal to or better than scores for some of the most respected companies in the country
- Growth in revenue from \$41 million in 2005 to \$265 million in 2014
- Decreases in workforce turnover each year from 2009 to 2014, from approximately 22% to 13%, against an industry average of 20%

## The U.S. Senate Productivity and Quality Award for Virginia and D.C.

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. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. Virginia Senate Productivity and Quality Award (SPQA; [www.spqa-va.org](http://www.spqa-va.org)) administers the Baldrige-based U.S. Senate Productivity and Quality Awards for Virginia and the District of Columbia. SPQA is an all-volunteer organization and is the longest continuously operating award program of its type in the United States. SPQA offers both public and customized workshop training programs; a process of formal review and feedback for Virginia and D.C.-based businesses regardless of size, sector or organizational maturity (based on the Baldrige Framework for Performance Excellence); and an award program that recognizes participating organizations as they progress in their efforts.

## 2012–2016 Senate Productivity and Quality Award Recipients in Virginia

Arlington County Public Schools (Medallion)

National Reconnaissance Office—Media Services Center  
(Medallion; Certificate)

Mountain States Health Alliance (Medallion)

Bon Secours St. Mary's Hospital (Achievement; Plaque)

Mary Washington Healthcare (Achievement; Plaque)

Global Linguist Solutions, LLC (Certificate)

VA Community Memorial Healthcenter (Certificate)

VA Hunter Holmes McGuire VA Medical Center  
(Certificate)

### Success Story



Arlington Public Schools (APS) serves Arlington County, a diverse, dynamic, and professional community located across the Potomac River from Washington, D.C. With 36 schools and more than 24,000 students, APS is the 13th largest among Virginia's 132 school divisions. APS's students hail from 111 nations and speak 88 languages.

### Selected Results

- Approaching 95% on-time graduation rate for all student groups
- Significant improvement trends in Standards of Learning Test pass rates; narrowing of the achievement gap between different student groups

## AHCA/NCAL National Quality Award Winners in Virginia

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and post-acute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Heritage Hall—Blacksburg (2016, Silver)

Autumn Care of Altavista (2016, Bronze)

Belvoir Woods Assisted Living (2016, Bronze)

Belvoir Woods Health Care Center (2016, Bronze)

Berry Hill Health and Rehabilitation Center (2016, Bronze)

The Colonnades (2016, Bronze)

Commonwealth Health & Rehab Center (2016, Bronze)

Heritage Hall Rich Creek (2016, Bronze)

The Jefferson (2016, Bronze)

Lancashire Convalescent and Rehabilitation Center (2016, Bronze)

The Orchard (2016, Bronze)

River View on the Appomattox Health & Rehab (2016, Bronze)

Riverside Convalescent Center—Mathews (2016, Bronze)

Riverside Shore Rehabilitation Center (2016, Bronze)

Sunrise of Alexandria (2016, Bronze)

Sunrise of Arlington (2016, Bronze)

Sunrise at Bluemont Park (2016, Bronze)

Sunrise of Fairfax (2016, Bronze)

Sunrise at Fair Oaks (2016, Bronze)

Sunrise of Falls Church (2016, Bronze)

Sunrise at Hunter Mill (2016, Bronze)

Sunrise of Leesburg (2016, Bronze)

Sunrise of McLean (2016, Bronze)

Sunrise at Mount Vernon (2016, Bronze)

Sunrise at Reston Town Center (2016, Bronze)

Sunrise of Springfield (2016, Bronze)

The Sylvestery (2016, Bronze)

The Towers (2016, Bronze)

Trinity Mission of Charlottesville (2016, Bronze)

Trinity Mission of Farmville, LLC (2016, Bronze)

Trinity Mission Health & Rehab of Rocky Mount (2016, Bronze)

The Woodlands Health & Rehab Center (2016, Bronze)

Brandon Oaks Assisted Living (2015, Silver)

Heritage Hall Blackstone (2015, Silver)

Heritage Hall Laurel Meadows (2015, Silver)

Heritage Hall Tazewell (2015, Silver)

Heritage Hall Virginia Beach (2015, Silver)

Kindred Transitional Care and Rehabilitation—Nansemond Pointe (2015, Silver)

6 Bronze winners, 2015

Heritage Hall—Nassawadox (2014, Silver)

17 Bronze winners, 2014

**Baldrige Performance Excellence Program**

**National Institute of Standards and Technology • Innovation and Industry Services**

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