



Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by trained experts, workshops on how to improve, and events that showcase best management practices.

Baldrige in New Hampshire

- **1 New Hampshire applicant for the Baldrige Award (2005–2017)**
- **1 Baldrige examiners from New Hampshire volunteered over \$15,000 in services in 2016.**

Granite State Quality Council

The Alliance for Performance Excellence (www.BaldrigeAlliance.org) is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

Founded in 1992, the Granite State Quality Council (GSQC; www.gsqc.com) is New Hampshire's nonprofit resource for organizational performance excellence. The GSQC was joined in 2012 by the Northern New England Alliance for Excellence to serve organizations of all sizes and in every sector of the economy in New Hampshire, Maine, and Vermont. Services include coaching and training, networking and best -practice sharing, and assessment and recognition. As part of the larger Baldrige community, the GSQC provides access to world-class practices that can be adapted to fit the needs of any business, health care organization, school, or government agency.

2013–2017 Granite State Quality Award and Recognition Recipients

Phaneuf Funeral Homes and Crematorium, Achievement of Excellence Recognition

Chemtan Company, Inc., Profile Recognition

The City of Dover, Profile Recognition

AHCA/NCAL National Quality Award Recipients in New Hampshire

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.

Aynsley Place (Bronze, 2014)
Carlyle Place (Silver, 2015; Bronze, 2014)
Colonial Poplin Nursing Home (Bronze, 2016)
Courville at Manchester (Bronze, 2014)
Crestwood Center (Silver, 2017)
Epsom HealthCare Center (Bronze, 2013)
Good Shepherd Rehabilitation & Nursing Center
(Silver, 2013)
Hackett Hill Healthcare Center (Bronze, 2017)
Hanover Hill Health Care Center (Silver, 2016)
Kindred Nursing and Rehabilitation—Hanover Terrace
(Bronze, 2013)
Laconia Rehabilitation Center (Silver, 2017)

Langdon Place of Exeter (Silver, 2015)
Mt. Carmel Rehabilitation & Nursing (Silver, 2017)
Partridge House (Bronze, 2014)
Pleasant Valley Nursing Center (Bronze, 2017)
Poplin Way (Bronze, 2017)
St. Francis Rehabilitation & Nursing Center
(Bronze, 2016)
Warde Rehabilitation and Nursing Center
(Bronze, 2016)
Westwood Center (Silver, 2015)
Wolfeboro Bay Center—Genesis HealthCare
(Bronze, 2015)

Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,697 feedback reports detailing organizational strengths and opportunities for improvement.**
- **118 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2017 applicants represent 589,635 U.S. jobs, 2,815 work sites, more than \$147 billion in revenues/budgets, and nearly 450 million customers served.**
- **303 national Baldrige examiners volunteered roughly \$4.6 million in services in 2016.**
- **In 2017, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,262 organizations using 1,921 volunteer examiners.**
- **Organizations from all sectors and of all sizes use the Baldrige Excellence Framework for improvement.**