



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 (2005–2018)**
- **1 Baldrige examiner from New Hampshire volunteered over \$22,000 in services in 2018.**

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.

2013–2018 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)	Mt. Carmel Rehabilitation & Nursing (Silver, 2017)
Carlyle Place (Silver, 2015; Bronze, 2014)	Oceanside Center (Bronze, 2018)
Colonial Poplin Nursing Home (Bronze, 2016)	Partridge House (Bronze, 2014)
Courville at Manchester (Bronze, 2014)	Pleasant Valley Nursing Center (Bronze, 2017)
Crestwood Center (Silver, 2017)	Poplin Way (Bronze, 2017)
Good Shepherd Rehab. & Nursing (Bronze, 2018)	St. Francis Rehab. & Nursing (Silver, 2018)
Hackett Hill Healthcare Center (Bronze, 2017)	Warde Rehabilitation and Nursing Center (Bronze, 2016)
Hanover Hill Health Care Center (Silver, 2016)	Webster at Rye (Bronze, 2018)
Hanover Terrace Healthcare (Bronze, 2018)	Westwood Center (Silver, 2015)
Laconia Rehabilitation Center (Silver, 2017)	Wolfeboro Bay Center—Genesis HealthCare (Bronze, 2015)
Langdon Place of Exeter (Silver, 2015)	

Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,724 feedback reports detailing organizational strengths and opportunities for improvement.**
- **115 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2018 applicants represent 641,693 U.S. jobs, 3,072 work sites, more than \$166 billion in revenues/budgets, and about 451 million customers served.**
- **352 national Baldrige examiners volunteered roughly \$7.9 million in services in 2018.**
- **In 2018, 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,447 organizations using 1,719 volunteer examiners.**

Sample Achievements by Baldrige Award Winners

- **Estimated cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **Growth in revenue from \$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
- **Below 1% to zero occurrences of common hospital-acquired infections**, as well as patient falls (Castle Medical Center)
- **Top 10% of cities nationally** for best place to live, best place to work, quality of culture and recreation, availability of job opportunities, air quality, and visual attractiveness (City of Fort Collins)
- Despite rigorous public-school graduation requirements, a **97.4% graduation rate** (Pewaukee School District)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)
- **99.99% Average Service Availability Index** over 3 years, better than all utility, region, and class comparisons (Bristol Tennessee Essential Services)
- **Five-star (highest possible) quality rating** for 7 consecutive years (Kindred Nursing and Rehabilitation—Mountain Valley)
- Voted **“Best Financial Institution”** by readers of the *Boulder Daily Camera* for 15 of 16 years; more mortgage volume in its county than its competitors (Elevations Credit Union)
- **13% increase in dealership gross profit** over 4 years (Don Chalmers Ford)
- **Zero “never events”** (medical errors that should never occur) over 5 years (Memorial Hermann Sugar Land Hospital)
- **Above the 90th percentile in quality rankings** in the National Committee for Quality Assurance’s Healthcare Effectiveness Data and Information Set (HEDIS) (Southcentral Foundation)
- Improvement in **academic composite ranking from 55th to 9th** in North Carolina (Iredell-Statesville Schools)
- Through process upgrades, **50% reduction in sample production time** and **25% improvement in sample yield per yard** (Momentum Group)