



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 Arkansas

- **4 Arkansas applicants for the Baldrige Award (2005–2020)**
- **1 Arkansas applicant in 2016 represents 1,453 jobs, 3 work locations, over \$700 million in revenues/budgets, and an estimated 12,000 customers.**
- **4 Baldrige examiners from Arkansas volunteered about \$90,000 in services in 2020.**

Arkansas Governor’s Quality Award

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.

The Arkansas Institute for Performance Excellence (www.arkansas-quality.org) works to advance performance improvement for organizations in Arkansas through training, assessment, and recognition. Using the Baldrige Excellence Framework as a foundation, the program offers training in ISO, cybersecurity, strategic planning, and award application writing. The Governor’s Quality Award provides statewide recognition with assessment and feedback.

2014–2020 Arkansas Award Recipients

Governor’s Award

DD&F Consulting Group
Baldor Electric Company
Conway Regional Health System
J. V. Manufacturing, Inc.
North Arkansas College
Springdale Water Utilities
Unity Health—White County Medical Center
Washington Regional Medical Center

Achievement Award

Allen Engineering Corporation
Mainstream Technologies
National Guard Professional Education Center
North Arkansas Regional Medical Center
Northwest Health System
Saline Memorial Hospital
Southridge Village Nursing and Rehab.

St. Elizabeth’s Place
Unity Health Harris Medical Center

Commitment Award

A & A Fire and Safety Company
Arkansas Department of Labor
Arkansas Department of Transportation
Arkansas State Veterans Home
Briarwood Nursing & Rehabilitation
Central Moloney, Inc.
College of the Ouachitas
Dierks Health & Rehabilitation
EagleCrest Nursing & Rehabilitation
Gosnell Living & Therapy
Lennox Commercial Industries
M. O. Ramay Junior High School
Mercy Crest Assisted Living
Mercy Hospital Rogers

2014–2020 Arkansas Award Recipients, continued

Commitment Award, continued

Mountain Meadows Health & Rehabilitation
NorthWest Arkansas Community College
Northwest Health
ProCARE Therapy Services, LLC
Professional Nursing Solutions, LLC
Russellville Nursing and Rehabilitation Center
Saint Mary's Regional Medical Center

Salem Place Nursing & Rehabilitation
Shiloh Nursing & Rehabilitation
Southridge Village Nursing and Rehab.
Spring Creek Health & Rehabilitation
The Crossing at Riverside Health & Rehabilitation
UAMS Health
Welspun Pipes, Inc.
Window Mart, Inc.

Success Stories



Founded in 1922 as the Springdale Water Improvement District, Springdale Water Utilities serves over 105,000 persons in five municipalities in Washington and Benton counties. The utility is a municipally owned, nonprofit organization and works closely with the City of Springdale and the mayor, but is completely rate supported and receives no tax revenue to operate. Water sales revenues are used to operate and maintain water distribution and sewer collection systems. SWU employs 110 people and prides itself in running the utility as a competitive business.



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.

Highlights

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

AHCA/NCAL National Quality Award Recipients 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.

Alma Healthcare and Rehab. Center (Bronze, 2018)
Atkins Nursing and Rehab. Center (Bronze, 2018)
Care Manor Nursing and Rehab. Center (Bronze, 2019)
Greenhurst Nursing Center (Bronze, 2018)
Hillcrest Home (Bronze, 2019)
Little River Nursing Home (Bronze, 2018)