



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 Ohio

- **20 Ohio applicants for the Baldrige Award (2005–2018)**
- **1 Ohio award applicant in 2013 represents 1,490 jobs, over \$217,000 in revenues/budgets, and an estimated 72,500 customers served.**
- **10 Baldrige examiners from Ohio volunteered about \$225,000 in services in 2018.**

## Ohio National Role Models

PRO-TEC Coating Co., small business, 2007  
Dana Corporation—Spicer Driveshaft Division,  
manufacturing, 2000

Dana Commercial Credit Corporation, service, 1996  
Globe Metallurgical Inc., small business, 1988

### Success Story



Established in 1990 as a joint venture between United States Steel Corporation and Kobe Steel Ltd. of Japan, PRO-TEC Coating Company provides coated sheet steel primarily to the U.S. automotive industry. PRO-TEC's 236 employees work in a state-of-the-art 730,000-square-foot facility in the small rural town of Leipsic. PRO-TEC is the industry leader in advanced high-strength steel coating and ultra-high-strength steel coating, supplying about 15% of all hot-dipped galvanized steel to the automotive market.

### Highlights

- Profitable for 12 years, with sales of \$846 million in 2006
- Produced no less than 85% of the U.S. advanced high-strength steel supply from 2002 through 2006
- About \$4 million in revenue per associate at approximately, nearly four times the *Industry Week* 90th percentile
- Less than 0.12% defect rate
- Less than 2% turnover rate; has never had a layoff

## The Partnership for Excellence

The Alliance for Performance Excellence ([www.BaldrigeAlliance.org](http://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 Partnership for Excellence (TPE; [www.thepartnershipforexcellence.org](http://www.thepartnershipforexcellence.org)) is Ohio, Indiana, and West Virginia's Baldrige-based state awards program. A volunteer-driven, 501(c)(3) member organization, its mission is to cultivate organizational performance excellence and continuous improvement in Ohio, Indiana, and West Virginia. Its primary product is a Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement.

## 2013–2018 Award Recipients in Ohio

Six Disciplines Consulting Services (Governor’s Award for Excellence)  
University Hospitals Geauga Medical Center (Governor’s Award for Excellence)  
Blanchard Valley Health System (Gold)  
Greater Cleveland Regional Transit Authority (Gold)  
ProMedica Memorial Hospital (Governor’s Award for Excellence)  
ProMedica Toledo Hospital (Gold)  
Altercare, Post-Acute Rehab. Center, Inc. (Silver)  
Altercare, Majora Lane Center for Rehab. & Nursing Care (Silver)  
Braun Industries, Inc. (Silver)

Cleveland Clinic Parking Services (Silver)  
Edison State Community College (Silver)  
HealthPark Dentistry (Silver)  
Henry County Hospital, Inc. (Silver)  
Kern International, Inc. (Silver)  
Lima Memorial Health System (Silver)  
Ohio Army National Guard, Columbus (Silver)  
Butler Technology & Career Development Schools (Bronze)  
Lima Memorial Health System (Bronze)  
Additional Spirit and Pioneer recipients (see [www.thepartnershipforexcellence.org](http://www.thepartnershipforexcellence.org))

## Success Story



ProMedica Memorial Hospital is a not-for-profit, community-based medical center with 100 licensed-beds, a medical workforce of 121 members, and 357 employees. Founded 100 years ago in 1918, Memorial Hospital became part of ProMedica’s regional health system in 2014. It provides services in inpatient, outpatient, ambulatory surgical, and emergency care.

### Highlights

- Five-star rating from the Center for Medicare and Medicaid Services
- At or near-zero infection rates over 5 years
- Better than the 90% benchmark for emergency room turnaround time lab draws over 4 years

## AHCA/NCAL National Quality Award Recipients in Ohio

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.

Altercare of Canal Winchester (Silver, 2017)  
Altercare of Cuyahoga Falls Center (Silver, 2018)  
Altercare of Mentor Center (Bronze, 2018)  
Altercare of the Western Reserve (Silver, 2018)  
Altercare of Wadsworth Center (Silver, 2017)  
Bickford of Worthington (Bronze, 2018)  
Brookwood Retirement Community (Bronze, 2018)  
Calcutta Health Care center (Bronze, 2018)  
Carriage Inn of Dayton (Bronze, 2018)  
Carriage Inn of Steubenville (Bronze, 2018)  
Century Oak Care Center (Bronze, 2018)  
Clovernook Health Care Pavilion (Silver, 2017)  
Edgewood Manor Nursing Center (Bronze, 2018)  
Fairhaven Community (Silver, 2018)  
Four Winds Community (Silver, 2018)  
Grafton Oaks Nursing & Rehab. Center (Silver, 2018)  
Harmar Place Rehab. & Extended Care Center (Silver, 2017)  
Heather Knoll Nursing & Rehab. (Bronze, 2018)  
Hennis Care Centre of Bolivar (Silver, 2017)  
Laurels of Hillsboro (Bronze, 2018)

Laurels of Huber Heights (Bronze, 2018)  
Laurels of Norworth (Bronze, 2018)  
Laurels of Shane Hill (Bronze, 2018)  
Life Care Center of Elyria (Bronze, 2018)  
Life Care Centers of Westlake (Bronze, 2018)  
Logan Acres Care Center (Silver, 2017)  
Mayfair Village (Bronze, 2018)  
Orchards of East Liverpool (Bronze, 2018)  
Parkview Care Center (Silver, 2017)  
Patriot Ridge Community (Silver, 2017)  
Shawnee Manor (Silver, 2018)  
Smithville-Western Care Center (Silver, 2017)  
Transitional Living Centers (Silver, 2017)  
Villa Georgetown Nursing & Rehab. Center (Bronze, 2018)  
Villa Springfield (Bronze, 2018)  
Welcome Nursing Home (Silver, 2017)  
Wright Nursing & Rehab. Center (Bronze, 2018)  
17 additional Bronze winners, 2017