



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 Georgia

- **10 Georgia applicants for the Baldrige Award (2005–2017)**
- **1 Georgia applicant in 2013 represents 1,906 jobs, 2 work locations, around \$250 million in revenues/budgets, and an estimated 88,000 customers served.**
- **9 Baldrige examiners from Georgia volunteered over \$136,000 in services in 2017.**

Georgia National Role Model

The Ritz-Carlton Hotel Company (now part of Marriott International), service, 1992, 1999

Success Story



The only two-time recipient of the Baldrige Award in the service category, The Ritz-Carlton Hotel Company manages dozens of luxury hotels worldwide. All have received four- or five-star ratings from the Mobil Travel Guide and diamond ratings from the American Automobile Association. More than 85% of the company's employees—known as "Ladies and Gentlemen of The Ritz-Carlton"—are frontline hotel workers. Through extensive training programs and professional development opportunities, the company encourages personnel to advance. In fact, former Ritz-Carlton President and Chief Operating Officer Horst Schulze began his career as a waiter's apprentice at a hotel. An independently operated division of Marriott International, Inc., the hotel was headquartered in Atlanta when it won its Baldrige Awards.

Selected Results

- 99% of guests satisfied with their overall experience; more than 80% "extremely satisfied"
- Near doubling of pretax return on investment and earnings (before income taxes, depreciation, and amortization) over 4 years

Georgia Oglethorpe 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.

Georgia Oglethorpe (www.georgiaoglethorpe.org) is a nonprofit public-private partnership that provides services to Georgia's business, industry, government, education, health care, and nonprofit organizations. It promotes both strategic and tactical organizational performance improvement and excellence. This is achieved by offering education, assessment, feedback, and recognition based on the Criteria for Performance Excellence.

AHCA/NCAL National Quality Award Recipients in Georgia

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.

A G Rhodes Cobb (Bronze, 2016)
Ansley Park Health & Rehab (Bronze, 2017)
Appling Nursing and Rehab Pavilion (Bronze, 2017)
Avalon Health & Rehab (Bronze, 2017)
Azalealand Nursing Home (Bronze, 2016)
Bolingreen Health & Rehabilitation (Silver, 2017)
Brentwood Terrace Health & Rehab (Bronze, 2017)
Brighton Gardens of Dunwoody (Silver, 2017)
The Center for Advanced Rehab. at Social Circle
(Silver, 2017)
Cherry Blossom Health & Rehabilitation (Bronze, 2017)
Church Home Rehab. and Healthcare (Bronze, 2017)
Eagle Health & Rehabilitation Center (Silver, 2017)
Folkston Park, Genesis Healthcare (Bronze, 2016)
Fort Gaines Health & Rehabilitation (Silver, 2017)
Fort Valley Health & Rehabilitation (Silver, 2017)
The Fountainview Center for Alzheimer's Disease
(Bronze, 2016)
Glenn-Mor Nursing Home (Bronze, 2016)
Golden Living Center Dunwoody (Bronze, 2016)
Golden Living Center Kennestone (Bronze, 2016)
Golden Living Center Tifton (Bronze, 2016)
GraceMore Nursing & Rehab. (Silver, 2017)
Hartwell Health & Rehabilitation (Bronze, 2016)
Heritage Inn of Barnesville (Silver, 2017)
High Shoals Health & Rehab (Bronze, 2017)
Jonesboro Assisted Living Center (Bronze, 2017)
Jonesboro Nursing & Rehabilitation (Bronze, 2017)
Lake City Nursing & Rehabilitation (Bronze, 2017)
Lillian G. Carter Health & Rehab. Center (Silver, 2017)
Lynn Haven Health & Rehabilitation (Silver, 2017)
Magnolia Manor of Marion County (Silver, 2017)
Magnolia Manor of St. Simons Assisted Living
(Bronze, 2017)
Magnolia Manor on the Coast (Bronze, 2016)
Magnolia Manor of St. Mary's (Bronze, 2017)
Newnan Health & Rehabilitation Center (Bronze, 2017)
NHC Healthcare at Fort Oglethorpe (Bronze, 2017)
Oak View Health & Rehab (Bronze, 2017)
Oaks Bethany Skilled Nursing (Bronze, 2016)
Oconee Health & Rehabilitation (Bronze, 2017)
Pine Knoll Nursing & Rehabilitation (Silver, 2016)
PruittHealth Bethany (Silver, 2016)
PruittHealth Brookhaven (Silver, 2016)
PruittHealth Sylvester (Bronze, 2016)
PruittHealth—Augusta (Bronze, 2017)
Regency Park Health & Rehabilitation (Silver, 2016)
Rehabilitation Center of South Georgia (Bronze, 2016)
Reliable Health & Rehab. at Lakewood (Bronze, 2016)
Ridgewood Manor Health & Rehabilitation (Silver, 2016)
Scepter Personal Care Center (Bronze, 2016)
Scepter Senior Living Center, LLC (Silver, 2017)
Senior Care Center St. Mary's (Bronze, 2016)
Shamrock Nursing and Rehabilitation Center
(Bronze, 2016)
Sunrise at Webb Gin (Silver, 2016)
Sunrise of Johns Creek (Silver, 2016)
Townsend Park Health & Rehabilitation (Bronze, 2016)
Twin Oaks Convalescent Center (Bronze, 2016)
Vero Health & Rehabilitation of Wadley (Bronze, 2016)
Zebulon Park Health & Rehabilitation (Bronze, 2016)