



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 Arizona

- **2 Arizona applicants for the Baldrige Award (2005–2020)**
- **2 Baldrige examiners from Arizona volunteered about \$45,000 in services in 2020.**

Southwest Alliance for Excellence

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 Southwest Alliance for Excellence (SWAE; www.swae.org) is a 501(c)(3) nonprofit corporation that advances improvement and excellence in organizations, communities, and individuals throughout Arizona, Nevada, and Utah. SWAE empowers organizations to pursue performance excellence, improve outcomes, and contribute to the economic strength of their community and state.

2015–2020 Arizona Award Recipients

Pioneer Award for Excellence

Yuma Regional Medical Center

Commitment Award

Bristol Global Mobility

Deer Valley Unified School District

Phoenix Convention Center and Venues

R.E. Darling Company, Inc.

Scottsdale Medical Imaging

Interest Award

Medical Security Card Company, LLC

Category Award for Excellence

Yuma Regional Medical Center

AHCA/NCAL National Quality Award Recipients in Arizona

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.

Arroyo Gardens Assisted Living (Bronze, 2018)
Camelback Post-Acute Care and Rehab. (Bronze, 2020)
Catalina Village Assisted Living Facility (Bronze, 2019)
Citadel Post-Acute (Bronze, 2019)
Estrella Care and Rehab. Center (Bronze, 2019)
Forum at Desert Harbor (Bronze, 2018)
Forum at Tucson (Bronze, 2018)
Freedom Plaza Care Center (Silver, 2019)

Haven of Douglas (Bronze, 2020)
Haven of Lake Havasu (Bronze, 2020)
Haven of Lakeside (Bronze, 2020)
Haven of Phoenix (Bronze, 2019)
Haven of Safford (Bronze, 2020)
Haven of Scottsdale (Bronze, 2020)
Haven of Sedona (Bronze, 2020)
Haven of Sierra Vista (Bronze, 2020)

AHCA/NCAL National Quality Award Recipients in Arizona, continued

Haven of Tucson (Bronze, 2020)	Pueblo Norte Senior Living (Bronze, 2018)
Haven of Yuma (Bronze, 2020)	Sante of Mesa (Bronze, 2018)
Heritage Health Care Center (Silver, 2020)	Sante of North Scottsdale (Bronze, 2018)
Life Care Center of Sierra Vista (Bronze, 2019)	Sante of Surprise (Bronze, 2018)
Life Care Center of Tucson (Bronze, 2020)	Sunrise at River Road (Silver, 2018)
Life Care Center of Yuma (Bronze, 2020)	Sunrise of Chandler (Silver, 2018)
Mesa Christian Health & Rehab. Center (Bronze, 2019)	Sunrise of Gilbert (Silver, 2018)
Mi Casa Nursing Center (Silver, 2020)	Sunrise of Scottsdale (Silver, 2018)
North Mountain Medical (Bronze, 2020)	Vi at Grayhawk (Bronze, 2019)
Palm Valley Rehab. and Care Center (Silver, 2019)	Vi at Silverstone (Silver, 2018)
Paseo Village (Bronze, 2018)	Windsor Austin House Assisted Living (Bronze, 2019)
Payson Care Center (Bronze, 2020)	Windsor Encanto Palms Assisted Living (Bronze, 2017)
Plaza Healthcare (Silver, 2016)	Windsor Maryland Gardens, LLC (Silver, 2019)
Prescott Nursing and Rehab (Bronze, 2019)	

Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,767 feedback reports detailing organizational strengths and opportunities for improvement.**
- **124 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2020 applicants represent 676,535 U.S. jobs, 5,001 work sites, more than \$189 billion in revenues/budgets, and about 614 million customers served.**
- **253 national Baldrige examiners volunteered roughly \$5.7 million in services in 2020.**
- **In 2019, 29 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,598 organizations using 1,686 volunteer examiners.**

Sample Achievements by Baldrige Award Recipients

- Average customer satisfaction for services **higher than 4.5 out of 5** since 2017 (MESA)
- **Highest possible credit rating** from Standard & Poor's and Moody's since 1994 (City of Germantown, TN)
- **Growth in revenue from \$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **5-star rating** (the highest) from the Centers for Medicare and Medicaid Services (GMBC HealthCare System)
- **Outperforms local and national comparators** for attainment of associate degrees and certificates by **more than 200%** (Howard Community College)