



Baldrige Foundation Leadership Awards

March 31, 2026

2026 Recipients



THANK YOU

TRUSTEES OF THE INSTITUTE FOR PERFORMANCE EXCELLENCE



The Baldrige Foundation gratefully acknowledges the Mac Baldrige Society Members who serve as Trustees for the Institute for Performance Excellence!



Message from the Baldrige Foundation

Kathryn Eggleston, Chair

The Baldrige Foundation is privileged to honor its 2026 Leadership Excellence Award recipients. These recipients have demonstrated a significant and lasting impact through their role model leadership and service within their respective organizations and beyond.

The E. David Spong Lifetime Achievement Award recognizes individuals who have provided truly outstanding service that has changed the world. The Foundation is proud to announce the recipient of the Spong Award for 2026. This year's recipient is Governor Bill Anoatubby, Governor of the Chickasaw Nation. Since 1987, Governor Anoatubby has led with a vision of sustainable economic development, self-determination, and boundless opportunity for the Chickasaw people. Under his leadership, the Chickasaw Nation has grown from approximately 250 employees to more than 15,000, expanded into more than 100 diversified businesses, and reinvested its success into nearly 400 programs and services that strengthen education, health care, cultural preservation, and community well-being. His commitment to working together for the common good and building partnerships across governments and communities reflects the enduring leadership impact this award was created to recognize.



The Harry S. Hertz Leadership Award recognizes role model leaders that challenge, encourage, and empower their organizations to achieve performance excellence. We present the 2026 Hertz Leadership Award to Margot L. Hoffman, President and Chief Executive Officer of The Partnership for Excellence. Margot Hoffman serves as Chair of the Alliance for Performance Excellence and is a national Baldrige senior examiner, a member of the Baldrige Framework National Technical Committee, and a member of the Board of Overseers of the Malcolm Baldrige National Quality Award. Through her leadership at both the regional and national levels, Margot has strengthened the advancement and stewardship of the Baldrige Framework and continues to champion performance excellence across sectors.

We present the Baldrige Foundation Awards for Leadership Excellence in the sectors of Business, Cybersecurity, Education, Government, Health Care, Community, and Nonprofit. The Foundation is honored to recognize these recipients as having exemplified the enduring qualities of the Baldrige Framework through their exceptional leadership.

In addition, the Baldrige Foundation's Dr. Curt Reimann Baldrige Scholarship Fund is pleased to provide graduate students, recent graduates, and professionals with opportunities to participate in Baldrige Examiner Training. We name two scholars for 2026.

Thank you for joining us today to celebrate the accomplishments of our 2026 Leadership Excellence Award recipients.

A handwritten signature in blue ink that reads "Kathryn K. Eggleston".

Kathryn K. Eggleston, Ph.D.
Chair, Baldrige Foundation





BALDRIGE - America's Best Investment
WWW.BALDRIGEFUNDATION.ORG

OUR PURPOSE

Our purpose is to strengthen the competitiveness of American and global organizations and to improve the well-being of communities here and around the world through performance excellence.

That is why we exist.

**"WE BELIEVE THAT EXCELLENCE IS NOT ACCIDENTAL. IT IS INTENTIONAL.
IT IS CULTIVATED. IT IS SUSTAINED."**

**AND IT BEGINS WITH A SIMPLE CONVICTION:
THAT OUR FOCUS IS ON BEING BETTER TOMORROW THAN WE ARE TODAY!**

GUIDING VALUES

- Visionary Leadership
- Valuing People
- Customer-Focused Excellence
- Innovation & Agility
- Integrity & Societal Impact
- Systems Thinking
- Stewardship & Accountability
- Collaboration & Partnership

VISION: THE FUTURE WE ARE BUILDING

We are building toward something larger than ourselves. A world where excellence is the expectation in both organizations and communities – and a global landscape where the Baldrige Framework is the world's most trusted standard.

HOW THE VISION BECOMES REAL

Realizing our vision requires partnership, discipline, and shared commitment. By working alongside communities and organizations, we support shared systems of excellence and build resilient workforces.

WHAT WE ARE DOING TODAY

We equip leaders and organizations globally with knowledge, tools, recognition programs, and systems that improve performance, strengthen communities, and expand prosperity.

Relationship to the Federal Government and the Baldrige Ecosystem

The Baldrige Foundation is a private-sector, nonprofit organization that works in partnership with the U.S. Department of Commerce and the National Institute of Standards and Technology (NIST) to advance Baldrige—America's leading framework for quality, performance excellence, and organizational competitiveness. The Foundation also collaborates with the Alliance for Performance Excellence, a national network of nonprofit programs that help support and extend the Baldrige Awards process across states, sectors, and communities.



NIST
National Institute of
Standards and Technology

Baldrige Foundation Awards



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Legacies of Leadership

E. David Spong



Spending his career of more than 40 years in the private sector, Dr. E. David Spong is the first person to lead organizations to the Baldrige Award in two sectors. David has led organizations to a total of seven state and three national quality awards; including the Australia Business Excellence Award.

He has been a Baldrige leader at the state and national level, and a tireless advocate for Baldrige.

2025 E. David Spong Award Recipients Jo Ann Jenkins and Alan Mulally



E. David Spong Lifetime Achievement Award

2026

Governor Bill Anoatubby

Bill Anoatubby has served as Governor of the Chickasaw Nation since 1987.

He has been active in tribal government since 1975. His previous positions include director of tribal health services, director of finance, special assistant to the governor, controller, and he was the tribe's first lieutenant governor.

In his first term, Governor Anoatubby established goals of sustainable economic development and self-determination for the Chickasaw Nation and boundless opportunities for its people. Today, the Chickasaw Nation is well on its way to achieving those goals.

In 1987, the tribe had approximately 250 employees. Today, the Chickasaw Nation employs more than 15,000 people. The financial condition of the tribe has improved tremendously. Funding for tribal operations has increased exponentially, and tribal assets have grown five-hundredfold.

In its pursuit of self-determination and self-governance, the Chickasaw Nation operates more than 100 diversified businesses. The tribe invests much of its profit into funding nearly 400 programs and services in the areas of education, health care, youth, aging, housing and more, all of which directly benefit Chickasaw families, Oklahomans and their communities.

Under Governor Anoatubby's leadership, the Chickasaw Nation is committed to meeting the needs of Chickasaw people by providing health care services, opportunities for employment and career advancement, heritage preservation, cultural preservation and growth, and the chance for every Chickasaw to obtain a higher education.

Governor Anoatubby has been and is currently active in various leadership capacities on numerous local, state and national boards and councils.

A key component of Governor Anoatubby's leadership is the importance of working together for the common good of the community. Today, collaboration and partnership play integral parts in the Chickasaw Nation's efforts. The tribe regularly cultivates partnerships and works with governments, municipalities, agencies, organizations and businesses that share a vision of progress for the communities within the Chickasaw Nation and beyond.



Legacies of Leadership Harry S. Hertz



Dr. Harry S. Hertz served as Director of the Baldrige Performance Excellence Program for 18 years until his retirement in 2013. In 1998, Dr. Hertz led the effort to expand the Malcolm Baldrige National Quality Award with the addition of the health care and education sectors. In 2005 the nonprofit/government sector was added.

Dr. Hertz is credited for keeping the Baldrige Excellence Framework relevant in a changing world.

2025 Hertz S. Hertz Leadership Award Recipient Brian Dieter



Harry S. Hertz Leadership Award

2026

Margot Hoffman, Ph.D.

During my early career as a leader at a global automotive supplier, I was introduced to the Baldrige Framework when our corporation adopted it as its business system and created an internal program around it.

My journey began as an examiner, which allowed me to observe best practices across different divisions. I applied the framework while leading a corporate university school and a product launch while living abroad.

The first division I led earned the Governor's Award for Excellence from the Ohio Award for Excellence, which was our state program at the time. Furthermore, two of our corporation's business units received the Malcolm Baldrige National Quality Award. These experiences gave me valuable insights into how the framework drives organizational improvement.

In my final position at the company, I served as President of one of the business units that had received the national award. This business unit produced the firm's original 100-year-old product, still thriving today thanks to a focus on innovation, ongoing improvement, and sustained success.

Flash forward to over thirty years later and I'm still "doing" Baldrige. As President & CEO of The Partnership for Excellence and Chair of the Alliance for Performance Excellence Board, I have the privilege of assisting organizations throughout the TPE region and United States to improve performance using the Baldrige Framework.

When organizations apply the framework, amazing things happen. It's fulfilling to see organizations gain a systems perspective, align their mission, vision, values, and strategies, assess and refine key processes, and "measure what matters" against comparative data. The outcomes these organizations experience can be transformative.

When organizations mention that implementing Baldrige requires resources and presents challenges, I remind them that managing an organization is tough — so why not rely on a globally recognized framework with proven success to boost growth and improvement?

Baldrige can make that difference.





A LEGACY IN MOTION.

We honor the Baldrige Foundation's
2026 Leadership Award Recipients.





Baldrige Foundation Leadership Awards

2026

- Government
- Cybersecurity
- Business
- Nonprofit
- Education
- Health Care
- Community





Dell Anderson, M.Ed., LMHC

**Executive Director
Renew - Grant Behavioral Health & Wellness**

Renew has integrated the Baldrige Excellence Framework into its behavioral health model of excellence and overall strategic direction. This framework provides a strong foundation for aligning our vision, mission, and values with measurable goals that drive meaningful outcomes for those we serve.

Through Baldrige, we have developed processes for continuous improvement, data-informed decision-making, and collaboration, enabling us to optimize our services and organizational performance.

Using measurement with intention allows us to capture our progress and tell a compelling story about who we are as an organization—one built on integrity, learning, and accountability.

When we first embarked on this journey toward performance excellence, I never anticipated how profoundly the Malcolm Baldrige Excellence Model would shape not only our organization, but me personally. It has redefined how I approach leadership, strategic thinking, and the ongoing pursuit of organizational excellence.

I am grateful to the Baldrige program for providing numerous opportunities for meaningful connection with others who strive for excellence.



Dawn Bailey

**Program Manager/Senior Technical Writer
Baldrige Executive Fellows Program/
Forensic Building Science, Inc.**

My approach to leadership is rooted in servant leadership: working together as a team and inspiring others to succeed. I believe leaders earn trust by being transparent about the why behind decisions. When all understand the purpose guiding our direction, we can align around shared goals, collaborate effectively, and move forward as one team.

This philosophy is grounded proudly in my 23 years at the Baldrige Performance Excellence Program and 15 years on the Baldrige Executive Fellows Program team--experiences that taught me how an evidence-based framework can help drive sustainable organizational performance. The Baldrige approach helps leaders see blind spots and continuously improve. The Baldrige Executive Fellows Program specifically fosters peer learning from role-model organizations.

I am equally excited about possibilities with my new team at Forensic Building Science, where we use evidence-based investigative methodology to help people and buildings tell their stories, advancing the science of building forensics—and helping people to feel secure again.

Leadership, to me, is collaborative, making decisions based on evidence, helping people to feel heard, and being committed to excellence, uniting strategy and people to achieve meaningful results.



Dr. Chase Cunningham

**Chief Strategy Officer/Podcaster
Demo-Force/DrZeroTrust**

Receiving the Baldrige Foundation Award for Leadership is an incredible honor, and I am deeply proud to be recognized among those who have dedicated their careers to advancing excellence, innovation, and integrity in leadership.

Helping lead Zero Trust as a market initiative has been both a professional and personal mission—one rooted in assisting organizations to protect what matters most while empowering them to operate with confidence in an increasingly complex digital landscape.

As “DrZeroTrust” on social channels, I’ve sought to make these ideas more accessible, build community around practical security leadership, and inspire the next generation of cybersecurity professionals to lead with purpose and clarity.

The Baldrige philosophy of excellence through disciplined, people-centered leadership aligns perfectly with the values that drive my work. This award affirms that advancing trust—whether in systems, organizations, or people—is foundational to improving performance and achieving lasting impact.

I accept this honor with gratitude and humility, inspired to keep advocating for leadership that transforms not only organizations but the broader communities they serve.



Dr. Calvin Nobles

**Portfolio Vice President & Dean
School of Cybersecurity and Information Technology
University of Maryland Global Campus**

Baldrige provides a coherent, systems-oriented framework for organizational excellence grounded in mission, values, and measurable results.

Baldrige principles emphasize visionary leadership, stakeholder focus, intelligent use of data, and disciplined processes for learning and improvement. Through this lens, leadership aligns strategy, operations, and culture to create sustainable value rather than

episodic performance. Clear expectations, feedback loops, and transparent governance become essential mechanisms for accountability and trust.

Within cybersecurity, Baldrige thinking reinforces the view that cyber resilience is not a purely technical function, but an integrated enterprise capability shaped by culture, processes, and human factors. Baldrige categories such as leadership, strategy, workforce, and operations provide a structured way to embed cybersecurity into decision making, resource allocation, and continuous improvement.

By applying Baldrige principles, organizations can strengthen cyber readiness, enhance risk-aware behavior, and ensure that digital transformation advances both performance and societal well-being.



Kay Kendall

**Chief Executive Officer & Principal
BaldrigeCoach**

My experience with Baldrige going back to 1992 has been one of the biggest influences in my life, both professionally and personally.

I have been so fortunate to serve in various roles including Master Examiner and Judge. The Baldrige Excellence Framework is the most comprehensive yet holistic model for driving transformational change, resulting in enviable results. It is a model that remains relevant regardless of sector, industry, location, or size.

I have learned so much from the staff of the Baldrige Performance Excellence Program, fellow examiners and judges, award recipients, and applicants on their performance excellence journeys. The Baldrige “community” is large, and its members are among the most generous people you could ever meet. They willingly share their experiences, best practices, and encouragement.

I congratulate my fellow Leadership Award recipients and those who earned this recognition in the past. I am honored to be among them.



Tamer Mohamed Nabil

**CEO
Sterling International**

I believe strongly in systems thinking and the Baldrige Framework as a pathway to improve how organizations and communities work.

Through Sterling International, my goal is to help build an excellence-based culture and share this knowledge as widely as possible.

My mission is simple: to make a positive change in people, organizations, and society, and to leave the world better than we received it.



Dione Geiger

**President
The Sterling Council**

I am honored to receive this leadership award as President of the Sterling Council.

For 34 years, the Sterling Council has championed performance excellence as a business imperative across Florida and Georgia.

This recognition affirms the dedicated work of our Sterling Board and Examiners, as well as the achievements of more than 100 award recipients who have set the standard for excellence.

On behalf of the entire Sterling Council, thank you.



Dr. Manu K. Vora

**Founder & President
Blind Foundation for India**

Since its inception in April 1989, the Blind Foundation for India (BFI) has utilized the Baldrige Excellence Framework as its strategic North Star, integrating its core principles directly into the organization's DNA.

By embedding concepts such as visionary leadership, effective governance, data-driven decision-making, volunteer engagement, and donor centricity into its operational fabric, BFI has successfully navigated over 36 years of dedicated service, impacting the lives of more than 15 million blind people across India.

The systematic deployment of Baldrige-aligned tools, complemented by a commitment to Lean Management and Continuous Improvement, has enabled the foundation to achieve peak operational excellence while ensuring the sustainable growth of its mission to prevent blindness and empower the visually impaired in India.

This unwavering focus on performance excellence and donor satisfaction remains the lifeblood of BFI's enduring legacy.



MICHAEL FORS, Ph.D.

**Dean, School of Business and Management
City University of Seattle**

If we know what it takes to create the highest performing organizations in the world, why aren't we teaching it to aspiring leaders in higher education? That is our goal at City University of Seattle, starting with a new Executive MBA Program.

When leaders know how to make each Baldrige element high performing, the elements work in synchronicity, like pistons in a car, creating a powerful organizational engine. Coupled with servant leadership, leaders can truly change the world.

Servant leadership is about serving organizations, teams, and individuals; not about power, ego, or lining pockets with money. Servant leaders who use the Baldrige elements can drive the achievement of many visions, with and for people. Humans have existed for 250,000 years, yet we are not fully evolved.

Our time is now to use the Baldrige elements, be servant leaders, leave a positive leadership legacy, and evolve humankind for a better future.



DR. SURESHCHANDAR G S

**Adjunct Professor, IFMR Graduate School of Business
KREA University**

Baldrige embodies not just a framework. Rather it exemplifies excellence at the highest level in everything that we do. It helps achieve sustained excellence for individuals, processes, organizations, and society at large.

The role of leadership is to seamlessly integrate the various elements of the Baldrige Framework to drive the culture of performance excellence. True leadership is about nurturing other leaders. There has to be a zealous will to foster leadership at all levels.

Leadership is not defined by age, position, experience, expertise, or academic credentials. It is a trait that can be demonstrated by anyone who has the ability and commitment to influence, align, and inspire.

Whilst we applaud the accomplishments of the Baldrige award recipients, it is imperative that we take up a pledge to develop an ethos where personal mastery is practised in daily life and to devise systems to transform such personal masteries into organizational capabilities.



Kurt A. Barwis, FACHE

**President & Chief Executive Officer
Bristol Hospital**

Hospitals offer thousands of unique services at central and ambulatory locations over broad geographic areas and regions. The largest resource delivering hospital services, by any measure, are the people and professionals that staff them.

All of these attributes and many more make high reliability, safety, quality outcomes, extraordinary patient experience, affordability and access difficult to consistently achieve.

Organizational culture is the foundation of its success. Engaged people who are valued, empowered and motivated to do better will work as one to continually achieve outcomes despite ever-increasing expectations. For me personally, learning, teaching, implementing and living the Baldrige Excellence Framework organization-wide was the perfect solution.

Connecting and engaging all staff in a framework that creates and delivers vertical alignment, context and most importantly fosters and solidifies the very culture that achieves and exceeds its goals has made all the difference. Thank you, Baldrige Foundation, for your contributions to Bristol Health's success.



Jeremiah J. Hodshire

**President & Chief Executive Officer
Hillsdale Hospital**

I am honored to receive the Baldrige Foundation 2026 Leadership Award from one of the most prestigious, highly reputable, and well-known leadership organizations around the world. To be included in this year's list of outstanding national recipients is one of the highest honors of my healthcare career.

Baldrige is well-known for their trusted expertise in organizational performance excellence and leadership development, recognizing the work that leaders do around the country to help build and foster an engaging workforce. They work with industry leaders to hardwire performance and knowledge while teaching valuable tools to leaders preparing them to lead their respective organization teams through service excellence. Highly motivated and valued workforces lead to increased morale, productivity and overall employee satisfaction and wellness. Moving beyond the workplace, Baldrige encourages leaders to also engage with their respective communities to build talent pipelines and robust workforces where staff are empowered to truly make a difference.

For my industry of healthcare, we are in such an unprecedented and challenging time with the federal cuts to rural healthcare that we have to look at new and innovative ways to engage our staff, patients, and community. Baldrige encourages these key relationships both in the workforce and the community, which leads to local, state, and national prosperity. To be part of such an organization's recognition is a significant achievement for which I am grateful to be included.



C. DANIEL MULLINS, Ph.D.

**Professor of Practice, Sciences, and Health Outcomes
Research & Executive Director of the PATIENTS Program
University of Maryland School of Pharmacy**

My entire personal and professional journey has been a Quest for Excellence, so it's not surprising that I chose an academic career. Where else can you continuously learn and share through bidirectional learning with an ever-changing group of students who bring new perspectives and inquisitive minds?

Having said that, most of my research – and much of what guides my leadership style - has occurred outside the ivory tower walls. My growth as a leader has occurred because of the bidirectional learning that occurs while conducting research in partnership with patients and community leaders in under-resourced settings.

In under-resourced locations, people are forced to “Pre-prepare” for challenging circumstances and situations. It's there, that patients and people Adapt, Innovate, and Thrive – sometimes against the odds. For those of us who have had the privilege to address health disparities in such settings, it's easy to embrace the Baldrige Foundation Pledge for Excellence.



RICK E. SMITH, FACHE

**Chief Executive Officer
Troy Regional Medical Center**

As a rural hospital CEO, I see the Baldrige Leadership Award as a reflection of what truly matters in our work—serving our communities with integrity, compassion, and accountability. In rural healthcare, resources may be limited, but our commitment to our patients never is.

The Baldrige Framework resonates with me because it elevates the same principles we rely on every day: listening to our staff, using data to improve care, and building a culture where people feel supported and empowered. Leadership, to me, is about showing up with humility, making decisions that honor our mission, and creating stability and hope for the communities we serve.

The award symbolizes the highest standard of that calling—continuous improvement, unwavering values, and leading in a way that brings out the best in others.



RON SMITH, MPA, LSSGB

Performance Excellence Director
Mary Greeley Medical Center

The Baldrige Excellence Framework is more than an assessment tool or award criteria to me—it is a way of thinking that has fundamentally shaped how I view leadership, improvement, and organizational performance. It provides a disciplined, systems-based approach that connects purpose, strategy, and daily work, while continually challenging organizations to ask: How good are we? How do we know? And how are we getting better?

Serving as a Baldrige Examiner has deepened this perspective.

Through the examiner process, I have had the opportunity to learn from a wide range of organizations and leaders, which has strengthened my systems thinking and sharpened my ability to objectively assess performance using evidence rather than assumptions. Just as importantly, it has reinforced the value of thoughtful feedback as a powerful catalyst for learning and improvement.

I have seen that organizations using Baldrige don't just improve results—they engage their people around a shared purpose and build resilience, alignment, and a culture of learning that endures. The opportunity to both learn from others and contribute to their improvement journeys as well as to the excellence of Mary Greeley Medical Center is what makes Baldrige so meaningful to me, and why I continue to advocate for and apply the Baldrige Framework to my work every day.

2025 Baldrige Foundation Leadership Award Recipients





DAVID HARRAWOOD

**President
Baldrige Group, LLC**

For more than 30 years, the Baldrige Framework has shaped my professional journey and my views on what truly drives organizational excellence. Serving as both a state and national Baldrige reviewer gave me a firsthand understanding of how high-performing organizations think, lead, and execute.

I have been deeply committed to learning the Baldrige Criteria—not simply as an assessment tool, but as a disciplined system for professional growth and organizational learning.

Through the study of past Baldrige Award recipients, I've seen how sustained success comes from aligning strategy, customers, workforce, data, and results. Most importantly, I've had the privilege of helping clients learn and apply these principles in practical ways—turning the Criteria into action. The results have been dramatic: clearer strategy, stronger engagement, improved performance, and measurable outcomes.

To me, Baldrige is not an award—it is a proven roadmap for lasting excellence.



CHARI S. MULLEN

**Principal Consultant
CSM Practical Solutions**

Leadership is demonstrated through influence, integrity, and purpose. The Baldrige Framework guides leaders to craft a vision, core values, and direction to align community efforts, processes, and goals. It emphasizes that excellence starts with how leaders listen, make decisions, and respect those they serve.

Attentive listening and humble action encourage innovation and knowledge exchange. By modeling ethical judgment and accountability, leaders strengthen governance. When leaders promote collaboration and continuous learning, they transform community compassion into coordinated efforts.

Leadership is collective stewardship that guides people and systems toward a shared, measurable, and sustainable future of excellence. Helen Keller's quote, "Alone we can do so little; together we can do so much," underscores this collective strength. Performance excellence is intentionally cultivated, maintained, and shared.

Congratulations to all honorees whose leadership benefits organizations and communities nationwide, and thank you to the Baldrige Foundation for this honor.



Baldridge Executive Fellows Program

The only official executive development program operated by the Institute for Performance Excellence, in partnership with NIST and the U.S. Department of Commerce, which aligns with the Malcolm Baldrige National Quality Award.

APPLY FOR THE 2027-2028 COHORT



ON-SITE WORKSHOPS & BEHIND-THE-SCENES TOURS

Three of the five workshops take place on-site at Baldrige Award recipient organizations, focusing on different components of successful management systems.



EXECUTIVE INTERACTION

Small-group sessions with visionary leaders who have achieved exceptional business results and led their organizations effectively.



NETWORKING OPPORTUNITIES

Formal and informal networking at the Quest for Excellence® Conference and through regular virtual sessions with your cohort.

IN THEIR OWN WORDS

FELLOWS TESTIMONIAL

"I think the Baldrige Executive Fellows was a great program. The capstone project really forced me to take a look at some of our underlying processes...what's good today could be better tomorrow. We've got a term called being constructively dissatisfied at UPS."

BRAD MITCHELL

President of Global Logistics and Distribution
UPS



SCAN TO
LEARN MORE

Legacies of Leadership Curt Reimann



Dr. Curt Reimann was the deputy director of the National Bureau of Standards National Measurement Laboratory and became the first director of the Baldrige Program. He served in that role from the inception of the Baldrige Award in 1987 until his retirement in 1995.

Dr. Reimann developed the original Criteria for Performance Excellence and the Baldrige Award process, including the concept of using volunteers from the public and private sectors to create the Board of Examiners.

"I am honored by your support for this scholarship in my name to send student-scholars through the Baldrige Examiner Training Experience. The future of the Baldrige Enterprise depends on creating the next generation of Baldrige professionals.

Thank you for your commitment to the future of Baldrige - a truly unique public-private partnership dedicated to excellence."

-Dr. Curt Reimann

2025 Reimann Scholars Samantha Tyler and Dr. Emad





2026 Reimann Scholars



Jill de Jesus

Recruitment & Retention Solutions Strategist and Proposal Manager, Syneos Health

I was first introduced to the Baldrige Framework at Walden University. This academic foundation helped me recognize how the framework applies to real-world organizational challenges, particularly in healthcare and clinical research.

The Baldrige Framework offers a structured lens through which to evaluate and enhance clinical trial operations. Its emphasis on process management supports the development of streamlined workflows for patient recruitment, site selection, and protocol adherence. Its focus on results encourages the use of performance metrics to assess trial efficiency, enrollment timelines, and participant retention. These insights are critical in a competitive and highly regulated environment, where delays or inefficiencies can significantly impact outcomes and costs.

I have witnessed firsthand how Baldrige principles such as customer focus, strategic planning, and results drive measurable improvements in trial efficiency, stakeholder alignment, and patient engagement. I will continue to use the Baldrige Framework to ensure that every initiative is grounded in excellence, accountability, and long-term impact.



Dr. Maria R. Mondala-Duncan

**Senior Management Analyst/Adjunct Professor
City of Simi Valley/California Lutheran University,
School of Management**

I am humbled and honored to be the recipient of the 2026 Curt Reimann Baldrige Scholarship and to be afforded the opportunity to attend the Baldrige Examiner training. I am committed to thoroughly absorbing the Baldrige Framework and applying it rigorously within my professional environment.

As a dedicated public servant and educator, I believe it is not only my responsibility to ensure performance excellence within an organization, but also to guide students in becoming effective leaders in the organizations they will serve. In an era marked by rapid changes in the workforce and workplace, an awareness of these shifts is essential. The Baldrige Framework directly addresses these challenges through its comprehensive, systems-based approach.

With its emphasis on leadership; strategy; customers; measurement, analysis, and knowledge management; workforce; operations; and results, the Baldrige Framework equips me with the responsibility and capability to evaluate change, drive continuous improvement, and implement performance-enhancing solutions. I am deeply honored to receive the 2026 Curt Reimann Baldrige Scholarship and look forward to contributing as a future Baldrige Examiner.

CONGRATULATIONS



Margot Hoffman



The TPE Board would like to congratulate you for receiving the Harry S. Hertz Leadership Award.

Thank you for all you have done to promote Baldrige and Excellence.



Troy Regional would like to congratulate our **CEO, Rick Smith** for being honored with the Baldrige Foundation Award for Leadership Excellence.

Thank you for all you do with your continued leadership in Troy and the healthcare community.

CONGRATULATIONS, DAWN!



You inspire excellence in each of us and we are grateful for your example.

Dawn Bailey
 Baldrige Foundation
 Leadership Award Recipient
 Government Sector
 2026





UNITED WE THRIVE

From Oklahoma's past to present,
the Chickasaw Nation has always been an integral part of impacting the state we call home.

Together, we create stronger communities through compassion,
resources and a shared commitment to improving lives and possibilities.



the
Chickasaw
Nation

BILL ANOATUBBY, GOVERNOR
CHICKASAW.NET   



Congratulations **JJ Hodshire**

on receiving a
2026 Baldrige Foundation
Award for Leadership
Excellence!

Thank you for your
rural health leadership!



Kurt A. Barwis, FACHE
President & CEO, Bristol Health

Thank you for leading with genuine
connection—listening, engaging and
valuing the people who make our Mission
possible.


The **Bristol Health** Team



Celebrating Margot Hoffman, Ph.D. Harry S. Hertz Leadership Award Recipient

The Alliance for Performance Excellence proudly congratulates Margot Hoffman, Ph.D., on receiving the Harry S. Hertz Leadership Award.

As President & CEO of The Partnership for Excellence and Board Chair of the Alliance for Performance Excellence, she has strengthened the Baldrige enterprise at the state, national, and organizational levels.

Margot translates the Baldrige Framework into practical systems while developing leaders and fostering collaboration.

Leading with clarity and integrity, her influence is visible in measurable results and the capability of those she inspires.

We are grateful for her unwavering commitment to excellence and proud to celebrate this recognition.



**The Alliance for Performance
Excellence**



LANDON
Liver Recipient

Register as an organ and tissue
donor and give hope to the
100,000+ waiting.

SayYesGiveLife.org





REGISTER NOW

Nuka Conference

June 22-26, 2026 *Anchorage, Alaska*



For more information, contact the SCF Learning Institute at SCFNukaEvent@scf.cc or visit www.SCFNuka.com



CONGRATULATIONS!

RON SMITH

Performance Excellence Director
Mary Greeley Medical Center

*Baldrige Foundation Award
For Leadership Excellence*

By exemplifying the spirit and impact of the Baldrige framework, you have strengthened Mary Greeley's performance and quality-focused culture.



Mary Greeley
MEDICAL CENTER

Congratulations 2026 Baldrige Foundation Leadership Award Recipients



We are proud to support the Annual Quest for Excellence Conference and the Baldrige Foundation. Our commitment to quality and continuous improvement has been recognized nationally, with Freese and Nichols twice receiving the Malcolm Baldrige National Quality Award. The Baldrige program's integrated management framework and assessment tools have helped our firm improve practices and measure results so we can continue delivering exceptional service to our clients, partners and employees.



Dell Anderson, M.Ed, LMHC
Executive Director



The staff and partners of Renew extend our heartfelt congratulations to Dell on this well-deserved recognition. Under Dell's leadership, Renew has strengthened its impact, expanded its reach, and advanced its mission of promoting behavioral health and wellness for individuals throughout Grant County, Washington.

**2026 Baldrige Foundation Award
Recipient for Leadership
Excellence in Government**

Congratulations Dell!

From your fans at:



CONGRATULATIONS TO

The 37th Quest for
Excellence® Conference
and the

2026 Foundation
Leadership Award
Recipients!



Congratulations from C.O.R.E.

The Communities of Resilience & Excellence Board, Associates, and Faculty proudly congratulate the recipients of the Baldrige Foundation's Award for Leadership Excellence in the Community category: Chari Mullen and David Harrawood.



Chari Mullen,
Principal Consultant,
CSM Practical
Solutions
Columbus, Ohio



David Harrawood,
President
Baldrige Group, LLC



Communities of Resilience & Excellence

**Congratulations to the
Baldrige Foundation 2026**

Leadership Award Recipients



Congratulations to the 2026 Baldrige Foundation Leadership Award Recipients

For more than 30 years Competitive Solutions Inc. has helped organizations build leadership systems, improve culture, and drive bottom-line performance.

We are honored to recognize and support leaders advancing the discipline of operational excellence.

Competitive Solutions Inc.



**CONGRATULATIONS
2026
BALDRIGE
FOUNDATION LEADERSHIP
AWARD RECIPIENTS!**



**CHECK OUR WEBSITE FOR
SHARING DAYS
FALL OF 2026**



Communities of Resilience & Excellence (C.O.R.E.)

C.O.R.E. would like to congratulate the 2025 Baldrige Award Recipients and Best Practice Spotlight Recipients.

Communities of Excellence 2026 has rebranded to C.O.R.E.

Since 2017, Communities of Excellence 2026 has helped local leaders transform their communities through inclusive, high-impact practices rooted in equity, collaboration, and measurable results. Today, we are stepping into a new chapter as C.O.R.E. — Communities of Resilience & Excellence.

This evolution is not a departure from our mission, but a deepening of it. Resilience reflects what communities need now more than ever — the ability to adapt, align across sectors, and sustain progress in the face of complexity.

SAVE THE DATE

Join us in New Orleans for the 2026 C.O.R.E. Conference in partnership with the Alliance for Performance Excellence on October 12-13!

Big ideas. Bold leadership. A little New Orleans soul.

Our Vision: A network of thriving, resilient communities where every resident can live well and feel they belong.

Our Mission: Partnering with communities to align people around shared purpose, collaborate across sectors, and improve the conditions that shape quality of life for all.



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We have many new programs, including the Impact Pathway. Learn more at connectwithcore.org.



National Leadership & Advisory Council

A Baldrige-Aligned Leadership Program



Join Today!

The National Leadership & Advisory Councils (NLAC) provide peer leadership style membership groups that empower leaders to drive excellence across organizations.

www.nationalcouncils.org

A Sneak Peek of the New Framework

Available Soon!



Check back for updates or subscribe to receive emails.

BALDRIGE EXCELLENCE FRAMEWORK®

America's Leading Framework for Performance Excellence

Understanding the Maturity Pathways



Maturity Pathways at a Glance

1 Establishing Pathway

We are gaining insights into how we operate, establishing foundational processes, and defining what we want to accomplish and the key results the organization needs to measure.

2 Developing Pathway

We are standardizing and strengthening processes so they are consistent and reliable, and we are beginning to measure our results systematically to inform decisions, evaluate performance, and drive improvement.

3 Maturing Pathway

We are aligned and integrated, learning and improving as a system, and our results often perform at high levels compared to other organizations.

A Global Platform for Leadership & Excellence

Join the premier professional & organizational membership program designed to improve the practice of leadership and management in pursuit of performance excellence.



Professional Development

Access discounts on over **400+ training courses** and certifications, including Lean Six Sigma, leadership cohorts, and degree programs.



Global Network

Join our **Intentional Leader Network**. Connect with Fortune Global 1000 members to share ideas, exchange best practices, and learn from role models.



Knowledge Center

Search our library of **500+ presentations**, white papers, and past Baldrige Application Summaries. Access the *Journal of Performance Excellence*.



Benchmarking Tools

Utilize in-house resources like **AI-Driven Organizational Assessments** and the U.S. & Global Quality Benchmarking Live Tool.

Ready to Excel?

Become a member today. Join a national movement to build stronger leaders, organizations, and communities.

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www.BaldrigeInstitute.org