



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 (2005–2018)**
- **5 Baldrige examiners from Arizona volunteered over \$112,000 in services in 2018.**

## Southwest Alliance 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 Southwest Alliance for Excellence (SWAE; [www.swae.org](http://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.

## 2015–2018 Arizona Award Recipients

Yuma Regional Medical Center (Pioneer Award for Excellence)  
Bristol Global Mobility (Commitment)  
Deer Valley Unified School District (Commitment)

Phoenix Convention Center and Venues (Commitment)  
Scottsdale Medical Imaging (Commitment)  
Medical Security Card Company, LLC (Interest)  
R.E. Darling, Co., Inc. (Interest)

## 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)  
Copper Village (Bronze, 2017)  
Forum at Tucson (Bronze, 2018)  
Fountain View Village (Bronze, 2015)  
Forum Desert Harbor (Bronze, 2018)  
Freedom Plaza Care Center (Bronze, 2018)  
The Gardens of Scottsdale (Bronze, 2014)  
The Gardens of Sun City (Bronze, 2016)  
Immanuel Campus of Care (Bronze, 2017)

Palm Valley Rehabilitation & Care Center (Bronze, 2016)  
Paseo Village (Bronze, 2018)  
Peaks Senior Living Community (Bronze, 2017)  
Plaza Healthcare (Silver, 2016; Bronze, 2015)  
Prestige Assisted Living (Bronze, 2015)  
Prestige Assisted Living at Claremont (Silver, 2017)  
Prestige Assisted Living of Lake Havasu City (Bronze, 2013)

## AHCA/NCAL National Quality Award Recipients in Arizona, continued

Pueblo Norte Senior Living (Bronze, 2018)	Sunrise of Gilbert (Silver, 2018)
Sante Mesa (Bronze, 2018)	Sunrise of Scottsdale (Silver, 2018)
Sante of North Scottsdale (Bronze, 2018)	Sunshine Village (Bronze, 2015)
Sante of Surprise (Bronze, 2018)	Vi at Silverstone (Silver, 2018)
Sunrise at River Road (Silver, 2018)	Windsor Encanto Palms Assisted Living (Bronze, 2017)
Sunrise of Chandler (Silver, 2018)	Windsor Maryland Gardens (Bronze, 2018)

## Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,724 feedback reports detailing organizational strengths and opportunities for improvement.**
- **115 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2018 applicants represent 641,693 U.S. jobs, 3,072 work sites, more than \$166 billion in revenues/budgets, and about 451 million customers served.**
- **352 national Baldrige examiners volunteered roughly \$7.9 million in services in 2018.**
- **In 2018, 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,447 organizations using 1,719 volunteer examiners.**

## Sample Achievements by Baldrige Award Recipients

- **Estimated cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **Growth in revenue from \$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
- **Below 1% to zero occurrences of common hospital-acquired infections**, as well as patient falls (Castle Medical Center)
- **Top 10% of cities nationally** for best place to live, best place to work, quality of culture and recreation, availability of job opportunities, air quality, and visual attractiveness (City of Fort Collins)
- Despite rigorous public-school graduation requirements, a **97.4% graduation rate** (Pewaukee School District)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)
- **99.99% Average Service Availability Index** over 3 years, better than all utility, region, and class comparisons (Bristol Tennessee Essential Services)