



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 Virginia

- **26 Virginia applicants for the Baldrige Award (2005–2020)**
- **3 Virginia award applicants in 2016–2020 represent 7,708 jobs, 64 work locations, \$880 million in revenues/budgets, and more than 99,000 customers served.**
- **15 Baldrige examiners from Virginia volunteered about \$337,500 in services in 2020.**

Virginia National Role Model

PricewaterhouseCoopers Public Sector Practice (now Guidehouse), service, 2014

Success Story



PricewaterhouseCoopers Public Sector Practice (PSP) was formed in 2005 and is one of 17 business units of PricewaterhouseCoopers. Key customers are the U.S. federal government and state and local governments. Within PwC, this group is the only unit to serve this market. PSP provides business advisory services, including risk consulting, management consulting, and technology consulting. Headquartered in McLean, PSP employs nearly 1,100 people and reported gross revenue of \$265.5 million for fiscal year 2014.

Highlights

- “Exceptional” or “very good” ratings on the federal government’s Contractor Performance Assessment Reports at or near 100% for 2010–2014
- 50+ Net Promoter System (tool for measuring and comparing customer engagement and loyalty) survey scores in all markets since 2012—equal to or better than scores for some of the most respected companies in the country
- Growth in revenue from \$41 million in 2005 to \$265 million in 2014
- Decreases in workforce turnover each year from 2009 to 2014, from approximately 22% to 13%, against an industry average of 20%

The U.S. Senate Productivity and Quality Award for Virginia and D.C.

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 Senate Productivity and Quality Award (SPQA; www.spqa-va.org) administers the U.S. Senate Productivity and Quality Award, recognizing the highest caliber of performance excellence. The mission of SPQA is to promote continual improvement strategies and to provide training, mentoring, and recognition to organizations in pursuit of performance excellence. Since 1982, SPQA has served organizations of all sizes from all sectors and honored over 80 organizations with the prestigious Medallion Award in recognition of their achievement of performance excellence. We have trained hundreds of Examiners in the Baldrige Criteria and methodologies to serve our award program and support their own organization’s journey to performance excellence.

2012–2020 Senate Productivity and Quality Award Recipients in Virginia

Medallion of Excellence

Arlington County Public Schools
National Reconnaissance Office—Media Services Center
Mountain States Health Alliance

Achievement in Performance Excellence

Bon Secours St. Mary's Hospital
Mary Washington Healthcare
Prince William County Service Authority
United Network for Organ Sharing

Progress in Performance Excellence

Office of the Inspector General for the District of Columbia
PMS 312 In-Service Aircraft Carriers Program Office

Certificate

Global Linguist Solutions, LLC
VA Community Memorial Healthcenter
VA Hunter Holmes McGuire VA Medical Center

Featured Recipient



Arlington Public Schools (APS) serves Arlington County, a diverse, dynamic, and professional community located across the Potomac River from Washington, D.C. With 36 schools and more than 24,000 students, APS is the 13th largest among Virginia's 132 school divisions. Students hail from 111 nations and speak 88 languages.

Highlights

- Approaching 95% on-time graduation rate for all student groups
- Significant improvement trends in Standards of Learning Test pass rates; narrowing of the achievement gap between different student groups

AHCA/NCAL National Quality Award Recipients in Virginia

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.

Aarondale Retirement Community (Bronze, 2020)
Abingdon Health and Rehab. Center (Bronze, 2020)
Augusta Nursing and Rehab. Center (Bronze, 2019)
Bay Lake Retirement Community (Bronze, 2019)
Bedford County Nursing Home (Bronze, 2020)
Birmingham Green (Bronze, 2019)
Carriage Hill Nursing Home (Bronze, 2019)
Carrington Place at Botetourt Commons (Bronze, 2020)
Chase City Nursing and Rehab. Center (Bronze, 2019)
The Colonnades (Bronze, 2018)
Consulate Health Care of Norfolk (Bronze, 2019)
The District Home (Bronze, 2019)
Envoy Health Care of Winchester (Bronze, 2019)
Galax Health and Rehab. (Bronze, 2020)
Heritage Hall—Leesburg (Silver, 2020)
Heritage Hall—Rich Creek (Silver, 2019)
Heritage Hall of Brookneal (Bronze, 2020)
Heritage Hall of Dillwyn (Bronze, 2019)
Heritage Hall of King George (Bronze, 2020)

Heritage Hall of Tazewell (Bronze, 2019)
Heritage Hall—Laurel Meadows (Bronze, 2019)
Inova Loudoun Nursing and Rehab. Center (Gold, 2017)
The Jefferson (Bronze, 2018)
Joseph C. Thomas Center (Bronze, 2019)
The Laurels of Willow Creek (Bronze, 2017)
Lynn Care Center at Warren Memorial Hospital (Bronze, 2020)
Manassas Health and Rehab. Center (Bronze, 2020)
NHC Healthcare of Bristol (Bronze, 2020)
Potomac Falls Health and Rehab. Center (Bronze, 2020)
Riverside Care Center of Mathews (Silver, 2018)
Seaside Health Center at Atlantic Shores (Bronze, 2018)
Sunrise of Countryside (Bronze, 2018)
Virginia Veterans Care Center (Bronze, 2020)
Williamsburg Landing (Bronze, 2019)
Williamsburg Landing (Bronze, 2020)
Woodbine Rehab. and Healthcare (Bronze, 2019)
The Woodlands (Silver, 2019)