

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 the District of Columbia

- 7 District of Columbia applicants for the Baldrige Award (2005–2020)
- 2 District of Columbia applicants in 2018–2020 represent 2,003 jobs, 70 work locations, about \$1.6 billion in revenues/budgets, and an estimated 38 million customers.
- 2 Baldrige examiners from the District of Columbia volunteered \$45,000 in services in 2019.

Washington, D.C., National Role Model

AARP, nonprofit, 2020

Success Story



AARP is the nation's largest nonprofit, nonpartisan organization dedicated to empowering people 50 and older to choose how they live as they age. With a nationwide presence and nearly 38 million members, AARP strengthens communities and advocates for what matters most to families: health security, financial stability, and personal fulfillment.

Highlights

- Doubled the reach of its work to impact lives, from 32 million people in 2015 to more than 60 million in 2019
- 94th percentile of national comparisons for the employee survey item "My Job Makes Me Feel Like I Am Part of Something Meaningful"
- Established the AARP Brain Health Fund to accelerate research into cures for all types of dementia
- In response to the COVID-19 pandemic, launched an online platform that served more than 470,000 users and helped create nearly 800 mutual aid groups its first 5 months

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

The Alliance for Performance Excellence (<u>www.BaldrigeAlliance.org</u>) 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.

Baldrige Performance Excellence Program National Institute of Standards and Technology ● Innovation and Industry Services <u>www.nist.gov/baldrige</u> ● 301-975-2036 ● <u>baldrige@nist.gov</u> The Senate Productivity and Quality Award (SPQA; <u>www.spqa-va.org</u>) 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.

2014–2020 Senate Productivity and Quality Award Recipients in Washington, D.C.

American Society of Landscape Architects (Achievement) Brinton Woods Health and Rehabilitation Center (Achievement) Federal Facilities Division (Progress) Office of the Inspector General, Government of the District of Columbia (Progress)

AHCA/NCAL National Quality Award Recipients in Washington, D.C.

The <u>AHCA/NCAL National Quality Award Program</u> 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.

Forest Hills of DC (Bronze, 2016) Grand Oaks Assisted Living (Silver, 2020) Knollwood (Bronze, 2020) Stoddard Baptist NH (Bronze, 2015) Sunrise on Connecticut Avenue (Silver, 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 Baldrigebased programs evaluated 1,598 organizations using 1,686 volunteer examiners.