



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 (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.

