



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 New York

- **14 New York applicants for the Baldrige Award (2005–2018)**
- **2 New York award applicants (2010–2018) represent 14,550 jobs, 11 work locations, over \$18 billion dollars in revenues/budgets, and an estimated 1.75 million customers served.**
- **10 Baldrige examiners from New York volunteered about \$226,000 in services in 2018.**

## New York National Role Models

Pearl River School District, 2001

Xerox Business Services, 1997

Trident Precision Manufacturing, Inc., 1996

Corning Incorporated, Telecommunications Products Division, 1995

Xerox Corporation Business Products and Systems, 1989

## Success Story



Located 20 miles north of New York City in Rockland County, the Pearl River School District (PRSD) provided education for 2,500 children, kindergarten through 12th grade at the time of its Award. In addition, more than 1,000 adults participated in the district's continuing education program. PRSD's 203 teachers are distributed among three elementary schools (kindergarten through grade four), one middle school (grades five through seven), and one high school (grades eight through 12).

## Highlights

- 100% of students graduating; increase in students graduating with a Regents diploma from 63% to 86% over 5 years
- Increase in student satisfaction from 70% to 92% over 3 years; increase in parent satisfaction from 62% to 96% over 5 years
- 75% of special education students taking the SAT I, compared with 3% statewide and 2% nationwide
- Over 8 years, increase of 43% in spending for instruction, largely due to savings from operational efficiencies
- Increase from 71% to 90% in eligible students choosing to attend PRSD rather than private schools

## Partners in Performance 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.

Partners in Performance Excellence ([www.partnerspex.org/](http://www.partnerspex.org/)) exists to help organizations across New York, Massachusetts, Connecticut, and Rhode Island become more effective, competitive and sustainable through the use of the proven Baldrige principles for performance excellence. By providing high- value and personalized assessments, training, benchmarking, networking and recognition, we enhance the growth of jobs and economic prosperity in our region.

### 2012–2018 Partners in Performance Excellence Award Recipients in New York

Ellis Medicine (Gold)

Greater Hudson Valley Health System (Gold)

Memorial Sloan Kettering Cancer Center (Process Application)

North Shore LIJ Health System (Silver)

Orange Regional Medical Center (Silver)

Spackenkill Union Free School District (Silver)

### AHCA/NCAL National Quality Award Recipients in New York

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.

Affinity Skilled Living & Rehab. Center (Bronze, 2018)

Albany County Nursing Home (Bronze, 2018)

Alpine Rehab & Nursing Center (Silver, 2017)

Bridgewater Center for Rehab. & Nursing (Bronze, 2016)

Capstone Center for Rehab. & Nursing (Bronze, 2018)

Carillon Nursing & Rehab. Center (Silver, 2017)

Dominican Village (Bronze, 2017)

ElderWood at Waverly (Silver, 2017)

The Emerald Peek Rehab. & Nursing (Bronze, 2017)

Highland Rehab. & Nursing Center (Bronze, 2016)

Kingsway Manor Assisted Living (Silver, 2017)

Middletown Park Rehab. & Health Care Center (Silver, 2017)

Schofield Residence (Bronze, 2016)

Somers Manor Rehab & Nursing Ctr (Silver, 2017)

Sunrise of Crestwood (Silver, 2018)

Sunrise of Dix Hills (Silver, 2018)

Sunrise of East Meadow (Silver, 2018)

Sunrise of East Setauket (Silver, 2018)

Sunrise of Fleetwood (Bronze, 2017)

Sunrise of Glen Cove (Silver, 2018)

Sunrise of Holbrook (Silver, 2017)

Sunrise of North Lynbrook (Silver, 2017)

Sunrise of Plainview (Silver, 2017)

Sunrise Senior Living of North Lynbrook (Bronze, 2016)

Sunrise Senior Living of West Babylon (Bronze, 2016)

Tarrytown Hall Care Center (Bronze, 2017)

Willow Towers Assisted Living (Bronze, 2018)

Wingate at Beacon (Bronze, 2017)

Wingate at Dutchess (Bronze, 2017)

Wingate at Ulster (Bronze, 2016)