



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 Alabama

- **11 Alabama applicants for the Baldrige Award (2005–2017)**
- **1 Alabama award applicant in 2011 represents 895 jobs, 51 work locations, \$568 million in revenues/budgets, and an estimated 6,000 customers served.**
- **3 Baldrige examiners from Alabama volunteered \$45,600 in services in 2017.**

Alabama Performance Excellence Program

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 Alabama Performance Excellence Program (www.uab.edu/alabamaexcellence) supports Alabama organizations seeking to achieve unprecedented levels of quality and performance. A means of this support is an award program modeled after the Malcolm Baldrige National Quality Award. Using the Baldrige Excellence Framework Criteria, a team of volunteer examiners evaluates organizations and provides detailed feedback that can be used to improve processes and results.

2017 Alabama Performance Excellence Recipients

Alabama Organ Center (Commitment to Performance Excellence)
Vanquish Worldwide (Silver Level Team Showcase)
Wilkins Miller (Pathway to Performance Excellence)

AHCA/NCAL National Quality Award Recipients in Alabama

The AHCA/NCAL National Quality Award Program (www.ahcancal.org) 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.

Arbor Springs Health & Rehab. Center (Bronze, 2013)
Birmingham Nursing & Rehab. Center East (Bronze, 2017)
Birmingham Nursing & Rehab. Center, LLC (Silver, 2016)
Cedar Crest Health & Rehabilitation (Bronze, 2016)
Colonel Robert L. Howard State Veterans Home
(Bronze, 2015)
Coosa Valley Medical Center Post-Acute Division
(Bronze, 2016)
Cottage of the Shoals, Genesis Healthcare (Silver, 2015)

Diversicare of Montgomery (Bronze, 2017)
Florence Nursing & Rehabilitation Center (Bronze, 2017)
Floyd E. "Tut" Fann State Veterans Home (Bronze, 2016)
Galleria Woods Healthcare Center (Bronze, 2014)
Generations of Red Bay, LLC (Bronze, 2015)
Generations of Vernon, LLC (Bronze, 2015)
Glenwood Center and Hilltop at Glenwood I & II
(Bronze, 2015)
Golden Living-Lanett (2013, Bronze)

AHCA/NCAL National Quality Award Recipients in Alabama (continued)

Hanover Health & Rehabilitation (2013, Bronze)
Marshall Manor Nursing Home (Bronze, 2017)
Mobile Nursing & Rehabilitation Center, LLC
(Bronze, 2017)
Montgomery Children's Specialty Center (Bronze, 2017)
NHC HealthCare (Bronze, 2016)
NHC Healthcare of Moulton (Bronze, 2017)

North Hill Nursing & Rehabilitation Center (Bronze, 2017)
Roanoke Rehabilitation & Healthcare Center
(Bronze, 2014)
South Hampton Nursing (Bronze, 2017)
Talladega Healthcare (Bronze, 2015)
William F. Green State Veterans Home (Bronze, 2015)

Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,697 feedback reports detailing organizational strengths and opportunities for improvement.**
- **118 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2017 applicants represent 589,635 U.S. jobs, 2,815 work sites, more than \$147 billion in revenues/budgets, and nearly 450 million customers served.**
- **303 national Baldrige examiners volunteered roughly \$4.6 million in services in 2016.**
- **In 2017, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,262 organizations using 1,921 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)