



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 Wisconsin

- **30 Wisconsin applicants for the Baldrige Award (2005–2017)**
- **1 Wisconsin award applicant in 2013 represents 296 jobs, \$28.6 million in revenues/budgets, and over 2,760 customers served.**
- **10 Baldrige examiners from Wisconsin volunteered over \$150,000 in services in 2017.**

Wisconsin National Role Models

Pewaukee School District, education, 2013
Mercy Health System, health care, 2007

University of Wisconsin-Stout, education, 2002

Success Story



Pewaukee School District, located in Waukesha County, Wisconsin (outside Milwaukee), has an enrollment of 2,760 students. The district includes four schools (two elementary schools, one middle school and one high school) housed on an 85-acre campus that serves students from both the city and village of Pewaukee. The district is staffed by 296 employees and operates under a budget of \$28.6 million.

Highlights

- 93.8% parent satisfaction with educational quality in 2012-2013
- 91.5%–94.8% parent satisfaction with communication in 2012-2013, compared with a national average of 74%
- 0.09% dropout rate, better than the county, the state, and nearby high-performing districts by a factor of 5 to 15
- Economically disadvantaged students achieving 45.5% proficiency compared with scores below 33% for similar students in the county, the state, and nearby high-performing schools on the state proficiency tests
- Named one of Wisconsin's Top 100 Workplaces for 2011, 2012 and 2013

Wisconsin Center for Performance Excellence

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 Wisconsin Center for Performance Excellence (www.wisquality.org) strives to create better organizations, better results, and recognize great organizations with the Wisconsin Forward Award. It has the tools and resources to help Wisconsin organizations of all types and sizes to successfully achieve their vision and contribute to the economic vitality of the region. Hundreds of Wisconsin organizations from all sectors and of all sizes have affiliated with the Center since its inception.

2012–2017 Wisconsin Forward Award Recipients

ASQ (Excellence)	Curative Care Network (Commitment)
HSHS St. Joseph's Hospital (Excellence)	Milwaukee County: Department of Administration (Commitment)
MetaStar, Inc. (Excellence)	School District of Janesville (Commitment)
SSM Health Care of Wisconsin (Excellence)	West Bend School District (Commitment)
Black River Memorial Hospital (Mastery)	Community Care, Inc. (Challenger)
Chippewa Valley Technical College (Mastery)	Concordia University Department of Education (Challenger)
Columbus Community Hospital (Mastery Holy Family Memorial, Inc. (Mastery)	Department of Employee Trust Funds (Challenger)
Kohl's Departments Stores Retail Payment Solutions (Mastery)	HSHS Western Wisconsin Division (Challenger)
Mayo Clinic Health System Red Cedar, Inc. (Mastery)	Milwaukee County Department of Health and Human Services (Challenger)
Monona Terrace Community & Convention Center (Mastery)	Royal Credit Union (Challenger)
Sauk Prairie Memorial Hospital and Clinics (Mastery)	ContinUs (Recognition)
Crossing Rivers Health (Proficiency)	Goodwill of Southeastern Wisconsin (Recognition)
Goodwill Retail Services (Proficiency)	iLead Charter School (Recognition)
Milwaukee Area Technical College (Proficiency)	Marquardt Village (Recognition)
Waukesha County Technical College (Proficiency)	North Central Health Care (Recognition)

Success Story



MetaStar is a nonprofit organization with a vision of optimal health for all. It collaborates with health care providers and payers to effect positive change in health and health care. For more than 40 years, MetaStar has continuously held key federal and state contracts to work toward improved health care in Wisconsin, with some services offered across the nation. MetaStar also offers consulting services to improve the quality of health care, specializing in the implementation and understanding of government and legislative initiatives.

Highlights

- Customer engagement (as shown by Net Promoter Score) or above benchmark over 7 years; at or beyond best in class in 5 of the 7
- Increase in overall employee satisfaction from 75% to 99% over 12 years
- Significant diversification of revenue sources, with market share gains and favorable financial trends

AHCA/NCAL National Quality Award Recipients in Wisconsin

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.

Bethel Center (Bronze, 2017)	River's Bend Health & Rehabilitation Center (Silver, 2016)
Colonial Center (Bronze, 2016)	Sunrise Care Center (Bronze, 2016)
Frederic Nursing & Rehabilitation (Silver, 2016)	Tomah Nursing & Rehabilitation Center (Bronze, 2016)
Grand View Care Center (Silver, 2017)	Villa Marina Health & Rehabilitation (Bronze, 2017)
Morningside Health Center (Silver, 2016)	Willowbrook Nursing & Rehabilitation Center (Silver, 2016)
Riverbend Senior Living (Bronze, 2016)	