



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 Ohio

- **20 Ohio applicants for the Baldrige Award (2005–2017)**
- **1 Ohio award applicant in 2013 represents 1,490 jobs, over \$217,000 in revenues/budgets, and an estimated 72,500 customers served.**
- **11 Baldrige examiners from Ohio volunteered over \$167,000 in services in 2017.**

## Ohio National Role Models

PRO-TEC Coating Co., small business, 2007  
Dana Corporation—Spicer Driveshaft Division,  
manufacturing, 2000

Dana Commercial Credit Corporation, service, 1996  
Globe Metallurgical Inc., small business, 1988

### Success Story



Established in 1990 as a joint venture between United States Steel Corporation and Kobe Steel Ltd. of Japan, PRO-TEC Coating Company provides coated sheet steel primarily to the U.S. automotive industry. PRO-TEC's 236 employees work in a state-of-the-art 730,000-square-foot facility in the small rural town of Leipsic. PRO-TEC is the industry leader in advanced high-strength steel coating and ultra-high-strength steel coating, supplying about 15% of all hot-dipped galvanized steel to the automotive market.

### Highlights

- Profitable for 12 years, with sales of \$846 million in 2006
- Produced no less than 85% of the U.S. advanced high-strength steel supply from 2002 through 2006
- About \$4 million in revenue per associate at approximately, nearly four times the *Industry Week* 90th percentile
- Less than 0.12% defect rate
- Less than 2% turnover rate; has never had a layoff

## The Partnership for 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.

The Partnership for Excellence (TPE; [www.thepartnershipforexcellence.org](http://www.thepartnershipforexcellence.org)) is Ohio, Indiana, and West Virginia's Baldrige-based state awards program. A volunteer-driven, 501(c)(3) member organization, its mission is to cultivate organizational performance excellence and continuous improvement in Ohio, Indiana, and West Virginia. Its primary product is a Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement.

## 2013–2017 Award Recipients in Ohio

Six Disciplines Consulting Services (Governor’s Award for Excellence, 2016; Gold, 2015; Silver, 2014)

University Hospitals Geauga Medical Center (Governor’s Award for Excellence, 2017; Silver, 2016; Bronze, 2015)

Blanchard Valley Health System (Gold 2016/2017; Silver, 2014)

Greater Cleveland Regional Transit Authority (Gold, 2017; Silver, 2015)

ProMedica Memorial Hospital (Gold, 2017; Silver, 2016; Platinum, 2013)

Henry County Hospital, Inc. (Silver, 2015, 2016)

Butler Technology & Career Development Schools (Bronze, 2016)

Lima Memorial Health System (Bronze, 2016)

Kern International, Inc. (Silver, 2015)

Altercare, Post-Acute Rehab. Center, Inc. (Silver, 2014)

Altercare, Majora Lane Center for Rehabilitation & Nursing Care, Inc. (Silver, 2014)

Cleveland Clinic Parking Services (Silver, 2013)

Edison State Community College (Silver, 2013)

HealthPark Dentistry (Silver, 2013)

Ohio Army National Guard, Columbus (Silver, 2013)

Braun Industries, Inc. (Pioneer, 2017)

Lifeline of Ohio (Pioneer, 2017)

University Hospitals Ahuja Medical Center (Spirit, 2017)

University Hospitals Conneaut and Geneva Medical Centers (Spirit, 2017)

## Success Story



UH Geauga Medical Center is a full-service, nonprofit, acute-care hospital providing comprehensive health care services and local access for more than 250,000 residents annually in northeast Ohio. Its network of 300 primary care and specialty physicians is committed to providing exceptional medical care in more than 40 clinical areas. The facility consists of 96 private and 32 semi-private patient rooms and provides care for over 20,000 emergency visits and 7,800 admissions per year.

### Highlights

- Healthgrade Star Ratings of five stars in pneumonia, respiratory failure, sepsis, and stroke
- Quest top-decile performance for Patient Safety-PSI-90 Composite Score and Complications: PCI Composite.
- Strong financial performance and year-over-year growth, nearly doubling margin from 2013 to 2016

## AHCA/NCAL National Quality Award Recipients in Ohio

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.

Addison Heights Health & Rehabilitation (Bronze, 2017)

Altercare of Canal Winchester (Silver, 2017)

Altercare of the Western Reserve (Bronze, 2017)

Altercare of Wadsworth Center (Silver, 2017)

Clovernook Health Care Pavilion (Silver, 2017)

Edgewood Manor of Lucasville I (Bronze, 2017)

Edgewood Manor of Lucasville II (Bronze, 2017)

Harmar Place Rehab. & Extended Care Center (Silver, 2017)

Hennis Care Centre of Bolivar (Silver, 2017)

Laurels of Athens (Bronze, 2017)

Laurels of Blanchester (Bronze, 2017)

Laurels of Massillon (Bronze, 2017)

Laurels of Mount Vernon (Bronze, 2017)

Laurels of New London (Bronze, 2017)

Laurels of Toledo (Bronze, 2017)

Laurels of West Carrollton (Bronze, 2017)

Laurels of Worthington (Bronze, 2017)

Legends Care Center (Bronze, 2017)

Logan Acres Care Center (Silver, 2017)

Mount Vernon Health & Rehab. Center (Bronze, 2017)

Newark Hills Health & Rehabilitation Center (Bronze, 2017)

Norwalk Memorial Home (Bronze, 2017)

Parkview Care Center (Silver, 2017)

Patriot Ridge Community (Silver, 2017)

Smithville-Western Care Center (Silver, 2017)

Sunrise on the Scioto (Bronze, 2017)

Transitional Living Centers (Silver, 2017)

Walnut Grove Health & Rehab. Center (Bronze, 2017)

Welcome Nursing Home (Silver, 2017)

Wesley Glen Retirement Village (Bronze, 2017)

Whispering Hills Care Center (Bronze, 2017)

**Baldrige Performance Excellence Program**

**National Institute of Standards and Technology • Innovation and Industry Services**

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