



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

- **24 Ohio applicants for the Baldrige Award (2005–2020)**
- **5 Ohio award applicants in 2013–2020 represent 6,468 jobs, over \$631 million in revenues/budgets, and an estimated 214,000 customers served.**
- **9 Baldrige examiners from Ohio volunteered about \$202,500 in services in 2020.**

## Ohio National Role Models

Dana Commercial Credit Corporation, service, 1996  
Dana Corporation—Spicer Driveshaft Division,  
manufacturing, 2000

Globe Metallurgical Inc., small business, 1988  
PRO-TEC Coating Co., small business, 2007

### 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's, Indiana's, and West Virginia's Baldrige-based state awards program. Headquartered in Columbus, Ohio, its mission is to cultivate organizational performance excellence and continuous improvement. TPE assists organizations through self-assessments by evaluating organizational approaches. Its primary product is a comprehensive Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement. Its highest award is the Platinum-Level Governor's Award for Excellence.

## 2013–2020 Award Recipients in Ohio

### Governor’s Award for Excellence

Blanchard Valley Health System  
ProMedica Memorial Hospital  
Six Disciplines Consulting Services  
University Hospitals Geauga Medical Center

### Gold Award

Greater Cleveland Regional Transit Authority  
ProMedica Toledo  
University Hospitals Conneaut and Geneva Medical Centers

### Silver Award

Altercare, Post-Acute Rehab. Center, Inc.  
Altercare, Majora Lane Center for Rehab. & Nursing Care  
Braun Industries, Inc.  
Cleveland Clinic Parking Services  
Edison State Community College

HealthPark Dentistry  
Henry County Hospital, Inc.  
Kern International, Inc.  
Lifeline of Ohio  
Lima Memorial Health System  
Ohio Army National Guard, Columbus  
University Hospitals Conneaut & Geneva Medical Centers  
University Hospitals Portage Medical Center

### Bronze Award

Butler Technology and Career Development Schools  
Lima Memorial Health System

### Pioneer Award

Lifebanc  
Pain Management Group  
Perry County Board of Developmental Disabilities

## Communities of Excellence Participants in Ohio

The [Communities of Excellence Learning Collaborative](#) introduces communities to the Baldrige-based Communities of Excellence Framework. The framework promotes collaboration across key sectors and aligns the efforts of businesses, organizations, school systems, and government communitywide to implement and sustain community change.

City of Toledo

Mahoning Valley and the City of Youngstown

## 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.

Altercare Coshocton, Inc. (Bronze, 2020)  
Auburn Skilled Nursing & Rehab. (Bronze, 2020)  
Bowling Green Manor (Bronze, 2020)  
Briarfield at Ashley Circle (Bronze, 2020)  
Broadview Multi-Care Center (Bronze, 2020)  
Caprice Health Care Center (Bronze, 2020)  
Carroll Health Care Center (Bronze, 2020)  
Cedarwood Plaza (Bronze, 2020)  
Celina Manor (Bronze, 2020)  
Countryside at the Elmwood (Bronze, 2020)  
Court House Manor (Bronze, 2020)  
Eastgatespring of Cincinnati (Bronze, 2020)  
Elmwood Skilled Nursing of Fremont (Bronze, 2020)  
Franklin Plaza (Bronze, 2020)  
Garbry Ridge (Bronze, 2020)  
Glenwood Community (Silver, 2020)  
Heartland of Twinsburg (Bronze, 2020)  
Heritagespring of West Chester (Bronze, 2020)  
Hillside Plaza (Bronze, 2020)  
Hillspring of Springboro (Bronze, 2020)  
Laurels of Defiance (Bronze, 2020)

Life Care Center of Elyria (Silver, 2020)  
Life Care Centers of Westlake (Silver, 2020)  
Lima Manor (Bronze, 2020)  
Mayfair Village Nursing Care Center (Silver, 2020)  
Menorah Park Center for Senior Living (Bronze, 2020)  
Parkside Villa (Bronze, 2020)  
Piqua Manor (Bronze, 2020)  
Pleasant Lake Villa (Bronze, 2020)  
Pleasantview Care Center (Bronze, 2020)  
SEM Haven Health & Residential Care (Bronze, 2020)  
Shawneespring of Harrison (Bronze, 2020)  
SKLD New Lebanon (Bronze, 2020)  
SKLD New Lexington (Bronze, 2020)  
St. Catherine's Manor of Findlay (Bronze, 2020)  
St. Catherine's Manor of Fostoria (Bronze, 2020)  
Stow Glen Health Care Center (Bronze, 2020)  
Sunrise of Poland (Bronze, 2020)  
Trinity Community at Beaver Creek (Silver, 2020)  
Village at the Greene (Bronze, 2020)  
Wickliffe Country Place (Bronze, 2020)

Baldrige Performance Excellence Program

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