

# Baldrige Foundation Leadership Awards 2020 Recipients



April 14, 2021



# BALDRIGE FOUNDATION



The Baldridge Foundation is proud to recognize these transformational leaders as it presents the 2020 Foundation Leadership Awards.

Beyond Feedback congratulates all of the 2020 Baldridge Foundation Leadership Award recipients

**Thank you for your continued  
commitment to excellence**



[www.beyondfeedback.com](http://www.beyondfeedback.com)

# LETTER FROM THE CHAIR

## KATHRYN EGGLESTON

*"If your actions inspire others to dream more, learn more, do more, and become more, you are a leader."*

--John Quincy Adams



Today we recognize individuals who have made a significant and lasting impact on the Baldrige Enterprise, exemplifying President Adams' words in a contemporary context. These role-model leaders inspire others to learn, pursue, and promote the Baldrige Excellence Framework and performance excellence within their own organizations and spheres of influence.

I am honored to announce that W. Paul Worstell is the recipient of this year's E. David Spong Lifetime Achievement Award. Paul continues to be an inspiring and visionary leader, teacher, and advocate, mentoring hundreds of other leaders to embrace the Baldrige Core Values and Concepts. As CEO, Paul led PRO-TEC Coating Company to become a 2007 Malcolm Baldrige Quality Award recipient. He has also served with distinction on the Baldrige Foundation Board of Directors and with The Partnership for Excellence in Ohio, Indiana, and West Virginia.

Jayne Pope is the recipient of this year's Harry S. Hertz Leadership Award. As CEO of Hill Country Memorial, a 2014 Malcolm Baldrige National Quality Award recipient, Jayne exemplifies the transformative leadership that drives performance excellence in the healthcare sector. She is a thought leader who understands the particular challenges of rural hospitals, serving and leading through application of the Baldrige Excellence Framework.

The 2020 recipients of the Baldrige Foundation Awards for Leadership Excellence represent key sectors of the U.S. economy, each honoree demonstrating the finest Baldrige leadership qualities, and working to ensure the continued viability of the Baldrige Program and the Baldrige Excellence Framework.

Our 2020 Dr. Curt Reimann Baldrige Scholars will share and advance knowledge and application of the Baldrige Excellence Framework. As Baldrige Scholars, they become our future ambassadors within the Baldrige community and beyond, our next generation leaders in academia and practice as they become Baldrige leaders of the future.

Thank you for joining us today in celebrating the accomplishments of our 2020 role-model award recipients.

A handwritten signature in black ink that reads "Kathryn Eggleston".

Kathryn Eggleston, Ph.D.  
Chair, Baldrige Foundation





**ACCELERATE  
AND SUSTAIN  
EXCEPTIONAL**

# RESULTS

If only **26% of executives** acknowledged their transformations to be successful in improving and preparing for sustained performance,\* then how can you accelerate and sustain exceptional results? Despite the best of intentions, most efforts fail when it comes to execution. Now you can accelerate and sustain exceptional results by refining your **Focus + Action + Feedback Loop**.™

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A. **FOCUS:** Clarify what your organization should and should not pursue and clearly translate it across every layer of the organization.

B. **ACTION:** You must be able to quickly respond to changing market needs, and then operationalize them into tangible actions.

C. **FEEDBACK:** Effective structural integration creates a feedback system to recalibrate your focus & action.



**PARTNER**

SOAR Vision Group is proud to be an official partner of the Baldrige Foundation.



Strategize. Organize. Activate. Recalibrate.

\*Jacquemont et al., 2015

# FOUNDATION AWARDS LUNCHEON

## Schedule of Events

Lunch

Introductory Remarks, Foundation Board Chair, Dr. Kathryn Eggleston

Remarks from Luncheon Sponsor

- Ben Sawyer, SOAR Vision Group

Dr. Curt Reimann Scholarship

- Alan Lee Gunnerson
- Jason Hazelrigg

Foundation Awards for Leadership Excellence

- Lawrence "Larry" Adams, Business
- Gerry Agnes, Business
- Gary Floss, Business
- Janice Garfield, Education
- Mac McMillan, Cybersecurity
- Ray Montgomery, Health Care
- Tom Raffio, Health Care
- Jeanne Shaheen, Government
- Michelle Tierney, Health Care
- Robert Trenchel, Health Care
- Linda Vincent, Nonprofit

Harry S. Hertz Leadership Award

- Jayne Pope

E. David Spong Lifetime Achievement Award

- Paul Worstell





EAST RIDGE CONGRATULATES

# LARRY ADAMS 2020 RECIPIENT

*“The Foundation Awards  
for Leadership Excellence”*

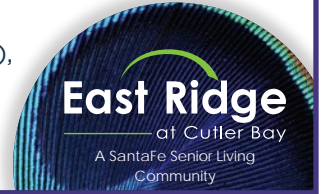
We congratulate our friend and resident, **Larry Adams**, for being named a **2020 recipient** of “*The Foundation Awards for Leadership Excellence*” by the Baldrige Foundation.

The Leadership Awards recognize outstanding individuals, leaders and supporters who embody Baldrige leadership values and principles, and who have provided great service to the Baldrige community.

Florida Power and Light Vice-President and General Manager of Southern Division, Dade County (retired), Larry was recognized in the Business sector.

**EastRidgeAtCutlerBay.com**

Assisted Living Facility License #6091



On behalf of the communities,  
patients, and families  
Hill Country Memorial serves,  
**thank you for your leadership.**

Jayne E. Pope, MBA, RN, FACHE  
*Chief Executive Officer*  
Hill Country Memorial / Fredericksburg, Texas



# HCM

HILL COUNTRY MEMORIAL

*How healthcare is supposed to feel.*

# CONGRATULATIONS TO WALDEN'S REIMANN SCHOLARSHIP WINNERS

ALAN GUNNERSON 2020

ALLEN TURNER 2019

SUZANNE COLLINS 2018



ALAN GUNNERSON '19  
Doctor of Business Administration

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We also want to congratulate Jan Garfield who was honored with the Award for Leadership and Excellence, and Walden Vice Provost Marilyn Powell who was named Baldrige Executive Fellow.



JAN GARFIELD  
Faculty, Doctor of Business Administration

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Walden's Doctor of Business Administration is ACBSP accredited and an established educational partner of the Baldrige Foundation. The university has been serving the needs of doctoral learners-at-a-distance for 50 years.

Learn more at [WaldenU.edu/programs/business](https://WaldenU.edu/programs/business).

# Legacies of Leadership

## E. David Spong

Spending his career of more than 40 years in the private sector, Dr. E. David Spong is the only person to lead organizations to the Baldrige Award in two sectors. David has led organizations to a total of seven state and three national quality awards; including the Australia Business Excellence Award. He has been a Baldrige leader at the state and national level, and a tireless advocate for Baldrige.



### 2019 Spong Award Recipient Richard Shelby





## E. David Spong Lifetime Achievement Award

### PAUL WORSTELL

Paul Worstell grew up in steel, working many years for U.S. Steel before being tasked in 1996 to lead PRO-TEC Coating Company, a joint venture between the United States Steel Corporation and Kobe Steel, Ltd., of Japan.

“Paul believed PRO-TEC could become one of the finest companies in America,” said Baldrige Foundation President and CEO Al Faber, “and he believed that Baldrige could provide the tools to make that vision a reality. Paul led PRO-TEC to win the Malcolm Baldrige National Quality Award in 2007.”



The Baldrige Excellence Framework provides the organizing principle that helps all parts of an organization to synchronize their efforts and pull in the same direction. “I was blessed,” said Worstell, “to be part of a great company and surrounded by great people, who are the reason PRO-TEC earned the Malcolm Baldrige Award.”

Paul also recognized that the sharing of best practices, an important feature of the Baldrige process, was an essential component of performance excellence. “I am grateful for the many blessings received from being a small part of the Baldrige community. Two of the most important blessings are the friendships formed and the opportunities to learn from the best. The Baldrige Award was created to identify role-model organizations, to celebrate excellence, and to share best practices. As a leader, being able to replicate best practices from other Baldrige recipients is invaluable.”

“Paul took very seriously the commitment to share best practices as a Baldrige winner,” continued Faber. “He has shared his experiences with the executive teams of countless organizations on the Baldrige path, has been a mentor to many Baldrige winners at the state and national level, and committed tireless energy and leadership to his state program, The Partnership for Excellence, and to the Foundation’s Board of Directors. He became a thought leader and one of the most liked and respected members of the Baldrige community.”

“These friendships,” Worstell continued, “are perhaps the most important catalyst for leaders to ensure that their organizations focus on mission, vision, and core values.”

The E. David Spong Lifetime Achievement Award recognizes an individual who has performed truly extraordinary service and made a sustained impact which will inspire future generations of leaders in the pursuit of Baldrige. “Paul Worstell,” Faber concluded, “is the embodiment of those values.”



# Congratulations Tom Raffio!

From All Of Your  
Northeast Delta Dental Colleagues

With the nation's largest network of dentists, get the right partner in dental benefits to make sure healthy smiles are the face of your healthy business.



[NortheastDeltaDental.com](http://NortheastDeltaDental.com)

# Congratulations!

## Paul Worstell

*Vice-Chair, TPE Board*

Recipient of

2020 Baldrige Foundation  
E. David Spong  
Lifetime Achievement Award

*From your friends at  
The Partnership for Excellence*



<http://www.corevaluespartners.com>

CONGRATULATIONS  
ON THIS  
RECOGNITION, LINDA  
VINCENT.  
YOU MAKE A  
DIFFERENCE IN  
ALABAMA!  
WE'RE  
PROUD  
TO BE  
YOUR  
TRAINING  
PARTNER.



**Core Values Partners**  
*Advancing Excellence*



# Congratulations

on being selected!

## Award for Leadership Excellence

**Ray Montgomery II**

FACHE, Special Projects Executive,  
Former President/CEO, Unity Health



Unity-Health.org

Based in Arkansas

HOSPITALS | CLINICS | SPECIALISTS



# Legacies of Leadership

## Harry S. Hertz

Dr. Harry S. Hertz served as Director of the Baldrige Performance Excellence Program for 18 years until his retirement in 2013. In 1998, Dr. Hertz led the effort to expand the Malcolm Baldrige National Quality Award with the addition of the health care and education sectors, and the addition of the nonprofit/government sector in 2007. Dr. Hertz is credited for keeping the Baldrige Excellence Framework relevant in a changing world.



### 2019 Hertz Award Recipient JoAnn Sterneke



# Harry S. Hertz Leadership Award

## JAYNE POPE

Jayne E. Pope, RN, FACHE, MBA, became Chief Executive Officer for Hill Country Memorial (HCM) in Fredericksburg, Texas, in 2013. Prior to accepting the CEO position, Jayne served as Chief Nursing Officer at HCM. Formerly, Jayne was the CEO of Clinic Systems at a large network of clinics in Central Texas, which she led in achieving the highest level of Patient Centered Medical Home recognition.



“Hill Country Memorial won the 2014 Malcolm Baldrige National Quality Award, and Jayne Pope has continued leading HCM, achieving unprecedented levels of performance excellence,” said Baldrige Foundation President and CEO Al Faber. “In the six years since winning the Baldrige Award, HCM continues to produce world-class results.”

Jayne credits Baldrige: “By making the decision to embark on a Baldrige journey, senior leaders commit to guiding their organization to exceed minimum expectations and achieve world-class levels of performance.”

In 2020 Hill Country Memorial was named for the eighth time as one of the nation’s 100 Top Hospitals by IBM Watson Health™. Jayne explains how the Baldrige Excellence Framework is a key element of such success. “At its core, the Baldrige journey is one that allows businesses to discover the needs and expectations of customers and build the processes to meet and exceed them. Throughout the journey, Baldrige acts as a governor to pull an organization back on the right path – a guiding North Star.”

She continued: “The Baldrige framework and award process provide organizations an external perspective through the feedback report, all while providing them a vehicle to ask very important questions of themselves. Most beneficial to us at HCM was the free sharing of best practices and collaboration with other program participants. The richness of learning we experienced from these organizations is unparalleled. Despite the different business sectors represented in the Baldrige community, the lessons learned have applications across industries. Baldrige is an MBA in a book.”

“Jayne Pope embodies the Baldrige leadership principles and values,” concluded Faber. “Jayne has been recognized personally as an innovator, visionary, and strategic leader, having been named by Becker’s Hospital Review five times as one of the nation’s 60 rural hospital CEOs to know. We are honored to name her the 2020 recipient of the Harry S. Hertz Leadership Award.”





Congratulations W. PAUL WORSTELL, on being this year's E. David Spong Lifetime Achievement Award recipient by the Foundation for the Malcolm Baldrige National Quality Award, Inc., for your promotion of quality and performance excellence! Your friends at PRO-TEC Coating Company are proud of you and thank you for your Leadership.



# Foundation Awards for Leadership Excellence

2019 Recipients of the Foundation Awards for Leadership Excellence



# Foundation Awards for Leadership Excellence

## LARRY ADAMS • Business



### Vice President (Retired) Florida Power and Light

"I never expected to receive a business leadership award at 93, 29 years after retiring from Florida Power & Light Company (FPL), especially one as personally meaningful as the Baldrige Foundation Award. In 1987-89, as a senior executive of FPL on loan to the service of our country, it was my distinct honor to work with Dr. Curt Reimann as co-chair of the Presidential Committee which created, funded, and deployed the Baldrige Foundation, of which I was the inaugural Treasurer. Since then, I have devoted countless hours of my 29-year retirement encouraging business, government, and charitable organizations to utilize Baldrige

and the tremendous benefits it provides. For example, based upon an all-encompassing 350-page presentation of the Baldrige Program and years of meetings with City officials, the City of Coral Gables, Florida recently began the Baldrige Program. I am honored and deeply grateful to receive this prestigious award."

## Tom Raffio • Health Care



### CEO, Northeast Delta Dental

"Since I became President & CEO of Northeast Delta Dental in 1995, our organization has used the Baldrige Excellence Framework and values to plan, educate, improve, and evaluate how we manage ourselves, growing revenues by 670 percent and our customer base by nearly 300 percent. Because we are a service firm, we have placed special emphasis on employee support and well-being, and we have been voted one of the Ten Best Companies to Work For so many times that we are in the Hall of Fame. As the long-time Chair of our Granite State Quality Council (now ExcellenceNorthAlliance), I

am honored to receive this Baldrige Foundation Award for Leadership and can testify that our experience is proof that the Baldrige approach really works."



# Foundation Awards for Leadership Excellence

## GARY FLOSS • Business



**Retired Quality Executive: Control Data;  
Medtronic; Marvin Windows & Doors  
Adjunct Faculty Professor, University of St.  
Thomas, School of Engineering, St. Paul, MN**

*“Working as a quality executive for a high-tech manufacturing company when the Malcolm Baldrige Performance Excellence Criteria was rolled out in 1987, I was immediately drawn to the comprehensiveness of the question set in the Criteria. The three companies that I have worked in over my career have utilized the Criteria to drive progress on their quality journeys. For the past*

*21 years, I have taught a graduate-level engineering course built upon the Baldrige Excellence model with an emphasis on leadership. Having served 29 years on the Baldrige Board of Examiners and participating in multiple site visits, I have observed leadership at work in multiple high-performance organizations across all sectors. These experiences have informed my convictions as to the enormous importance of committed leaders who believe in and practice the Baldrige core values.”*

## Jan Garfield • Education



**Director, Professional Doctorate Innovation and  
Assessment, Walden University**

*“It was 2003, and I was a participant in the training session for the peer review corps of a higher education regional accrediting body. I was in awe of the ability of a fellow reviewer who asked insightful and probing questions during case study exercises. I asked him how he had developed such skill, and he explained that he was a Baldrige examiner. That moment was the beginning of my Baldrige journey. I have served as a national examiner since 2007, and I am still in awe of the ability of Baldrige examiners and practitioners to*

*construct and pursue evidence-based lines of inquiry that lead to performance excellence. As Walden University celebrates its 50<sup>th</sup> anniversary in 2020, Walden also celebrates its third consecutive recipient of the Dr. Curt Reimann scholarship, recognition of its School of Management by the Performance Excellence Network, and accomplishments of its first Baldrige executive fellow. Walden’s DBA consulting capstone demonstrates the power of the Baldrige framework in the hands of doctorally-trained practitioner-scholars. It is an honor to support ongoing efforts to strengthen and ensure the success of Baldrige now and in the future.”*





**Mac McMillan, Founder & CEO Emeritus of CynergisTek, is the recipient of the Foundation Award for Leadership Excellence in the cybersecurity sector.**

**CONGRATULATIONS!**



*Congratulations  
Jayne Pope!*

Jayne demonstrates role model leadership every day. She challenges and inspires those she leads. She is a transformational leader who makes heroes of others.

We know no leader more deserving of the Harry S. Hertz Leadership Award. We are honored to learn from you.





## Paul Worstell

Recipient of the E. David Spong  
Lifetime Achievement Award

# *Congratulations, Paul!*

## **We are so proud of you.**

This significant milestone is the highest individual honor bestowed by The Foundation for the Malcolm Baldrige National Quality Award, Inc. for the promotion of quality and performance excellence. On behalf of the nearly 3,100 associates of Blanchard Valley Health System, we applaud Paul's accomplishments, leadership and contributions.

As the Chairman of the BVHS Board of Trustees, Paul's commitment to his community reinforces our vision of "Extraordinary people. Exceptional care."



**Blanchard Valley**  
**HEALTH SYSTEM**

# Foundation Awards for Leadership Excellence

## MAC McMILLAN • Cybersecurity



**CEO Emeritus, CynergisTek, Inc.**

“The Baldrige frameworks have for years provided the tools organizations need to build better programs to meet mission requirements. They are considered the gold standard and are highly coveted by health care. Now the Baldrige Cybersecurity Excellence Builder, a public/private collaboration, provides the tools this critical industry needs to understand how well their security controls support patient care and safety. I am a strong proponent of health care adoption of the NIST Cybersecurity Framework to provide them the comprehensive and dynamic vehicle they need to

develop effective cybersecurity programs. Cybersecurity is a top leadership challenge for 21st century health care, and Baldrige is already there.”

## RAY MONTGOMERY • Health Care



**Special Projects Executive; Former President & CEO, Unity Health**

“I believe the Baldrige Excellence Framework is one of the best structures and formats to help guide strategic planning. The criteria are broad to accommodate various structures while still going in depth. It is general enough to allow interpretations of the criteria to fit any organization, and in health care it is particularly appropriate and important.”

“Often an organization focuses on a strategic plan; a great plan is developed and is many times put on a shelf. One of the reasons Unity Health has been able to maintain a consistent plan is because of the use of the Baldrige structure. It has enabled Unity Health to stay focused on the planning process while remaining adaptable to trends and changes in health care.”

# Foundation Awards for Leadership Excellence

## Gerry Agnes • Business



**CEO, Elevations Credit Union**

"Thank you, Baldrige Foundation, for recognizing me with the 2020 Award for Leadership Excellence in Business. Since Elevations Credit Union first began utilizing the Baldrige Excellence Framework in April 2009, our employees, membership, and community have all benefited tremendously. Elevations has experienced continuous improvement and growth thanks to how our high-performing team has embraced the Baldrige Framework. Because of our team's bold vision, hard work, and commitment to performance excellence, Elevations Credit Union will continue to thrive for generations to come. Thank you so much for this incredible honor."

Thank you so much for this incredible honor."

## JEANNE SHAHEEN • Government



**U.S. Senator, New Hampshire**

"I'm grateful to receive the Baldrige Foundation Award for Leadership Excellence in Government. The Baldrige Program does important work providing organizations in sectors throughout the U.S. economy, from health care to education or nonprofits, with the resources and tools they need to be effective and efficient economic contributors. I appreciate this award, and I'll continue to support the Baldrige Program and those like it that invest in the innovation, sustainability and strength of our national and global economies."

# Foundation Awards for Leadership Excellence

## MICHELLE TIERNEY • Health Care



**Vice President of Organizational Development and Innovation, Southcentral Foundation**

“Southcentral Foundation (SCF) is led by an incredible group of leaders including the board of directors, CEO, and executive leaders who have spent more than 25 years transforming a health care system designed by and for Alaska Native people. I have been privileged to work as part of this team and in support of the work of Alaska Native people and the more than 2,500 SCF employees. The Baldrige Excellence Framework came

at just the right time. Rather than telling or prescribing what to do, it asked questions about what and how we do and then asked us to prove it. Southcentral Foundation has proven it twice, with Baldrige Awards in 2011 and 2017. Our journey continues.”

## ROBERT TRENSCHEL • Health Care



**President & CEO, Yuma Regional Medical Center**

“Baldrige has provided a map to the future for our origination. It has strengthened our position in our market and has resulted in elevated levels of employee and physician engagement, which has allowed us to provide higher quality and safer care to our patients. Our never-ending journey to achieve the highest quality care and patient experience possible is fueled by the passion of our employees. Baldrige provides the framework for all of us to be moving in the same direction toward the

same goal. It has allowed me as a leader to unleash the collective power and intellect of our staff to think critically, act in our patients’ best interests, and to always “do the right thing.”

# Foundation Awards for Leadership Excellence

## LINDA VINCENT • Nonprofit



### Executive Director, Alabama Performance Excellence Program

"Some 29-plus years ago, I sat in a room with representatives from states across the nation and was introduced to Baldrige and learned how it could drive organizational excellence in my state! Since that very first meeting I have been completely sold on Baldrige, and not only what it can do for an organization, but also for those individuals that devote so much of their time to the state programs by serving as examiners and judges. In directing a state program you learn quickly that you can't accomplish anything without the support of these dedicated, passionate, and brilliant people that stand beside you each day. With God's Grace and the continued support of folks like this we will continue in our efforts to make a difference not only in our state but throughout the nation!"

CONGRATULATIONS TO GARY FLOSS ON THIS WELL-DESERVED RECOGNITION. YOU'VE BEEN A PERFORMANCE EXCELLENCE LEADER, MENTOR, AND FRIEND TO MANY OF US!



<http://www.corevaluespartners.com>

**Core Values Partners**  
Advancing Excellence



CONGRATULATIONS  
JASON HAZELRIGG,  
DR. CURT REIMANN  
BALDRIGE SCHOLAR  
FOR 2020!





It's a true honor to receive this award from the Baldrige Foundation and be in the company of these outstanding leaders.

— Gerry Agnes,  
President and CEO,  
Elevations Credit Union

Congratulations to all recipients of the 2020 Baldrige Foundation Award for Leadership Excellence, and thank you for your tireless work in sustaining and growing the Baldrige community.



*It matters  
where you bank.*



# we believe

in always  
improving

For Yuma Regional Medical Center, the Baldrige framework serves as our pivotal beacon for “always improving.”

Dr. Trenchel, your visionary leadership has set forth a strong belief that every person in our organization is a leader. Your encouragement to challenge the status quo and seek new innovative solutions continually fuels our desire to deliver more for our patients and community.

On behalf of our entire team, thank you for your leadership commitment to “always improving.”



YUMA REGIONAL  
MEDICAL CENTER

# Legacies of Leadership

## Curt Reimann

Dr. Curt Reimann was the deputy director of the National Bureau of Standards National Measurement Laboratory and became the first director of the Baldrige Program. He served in that role from the inception of the Baldrige Award in 1987 until his retirement in 1995. Dr. Reimann developed the original Criteria for Performance Excellence and the Baldrige Award process, including the concept of using volunteers from the public and private sectors to create the Board of Examiners.



## 2019 Reimann Scholars



# Dr. Curt Reimann

## Baldrige Scholarship

*"I am honored by your support for this scholarship in my name to send student-scholars through the Baldrige Examiner Training Experience. The future of the Baldrige Enterprise depends on creating the next generation of Baldrige professionals. Thank you for your commitment to the future of Baldrige - a truly unique public-private partnership dedicated to excellence."*

-Dr. Curt Reimann



## 2020 Reimann Scholars

### ALAN LEE GUNNERSON



As a retired Army officer and a professional IT consultant, having the ability to help organizational leaders and members to accomplish their missions, improve results, and become more competitive, is a wonderful feeling. As part of Walden University's Doctor of Business Administration Consulting Capstone, I had the opportunity to work with the Maryland nonprofit organization, the International Critical Incident Stress Foundation, using the 2017-2018 Baldrige Excellence Framework. Using the framework, I was able to help the foundation leadership answer three questions: Is your organization doing as well as it could? How do you know? What and how should your organization improve or change? As a result of this work and my passion to be a change agent, I became a member of the foundation's Board of Directors.

### JASON HAZELRIGG



Jason is Regional Manager for Pain Management and Manager of Rehabilitation Services for the Mount Carmel Health System in Columbus, Ohio. He earned an MHA from the University of Cincinnati, has a clinical background as a Physical Therapist, and holds an MBA from the Ohio State University Fisher College of Business. Jason is inspired by patients and the challenge of delivering quality care in a complex, dynamic, environment where decisions impact financial performance and people's health and well-being. Baldrige training will enhance his impact by

providing a framework to effectively, efficiently, and consistently evaluate complex, ambiguous, and biased information and situations.

<http://baldrigefoundation.org/reimann>





Southcentral  
Foundation

# Congratulations

Southcentral Foundation congratulates Vice President of Organizational Development and Innovation Michelle Tierney on receiving the Baldrige Foundation Award for Leadership in Excellence in Health Care!

Phone (907) 729-4955 Toll Free (800) 478-3343 [SOUTHCENTRALFOUNDATION.COM](http://SOUTHCENTRALFOUNDATION.COM)

*Congratulations  
Gerry Agnes!*

There has been no bigger supporter of the Baldrige program. He has generously shared the Elevations Credit Union story both within and outside the financial services industry. Gerry is passionate about the value the Baldrige program brings to our nation and he frequently shares his passion with other leaders. No one is more deserving of this recognition. Well done, Gerry.



jordan johnson inc.



Florida Power & Light Company, Inc. congratulates

# LAWRENCE H. 'LARRY' ADAMS

on receiving the 2020 Award for Leadership  
Excellence in Business from the Malcolm  
Baldrige National Quality Award Foundation.

While serving as Vice President and Division General Manager at FPL, Adams co-chaired, planned, funded, and successfully launched the Malcolm Baldrige National Quality Award Foundation in 1987. Now 93 years old, Adams has spent countless hours of his 29-year retirement devoted to bringing awareness of the benefits of the Foundation to businesses, government, and charitable organizations.



# FOUNDATION AWARDS

**The E. David Spong Lifetime Achievement Award**  
**The Harry S. Hertz Leadership Award**  
**The Foundation Awards for Leadership Excellence**  
**Dr. Curt Reimann Baldrige Scholarship**

## KEY DATES FOR THE 2020 AWARD CYCLE

Nomination Window Opens	April 15, 2020
Nominations Window Closes	September 30, 2020
Recipients Announced	December 2020
Awards Luncheon	April 13, 2021 at the 33 <sup>rd</sup> Annual Quest for Excellence® Conference

For more information on the eligibility, nomination, and selection processes, go to [baldrigefoundation.org](http://baldrigefoundation.org) or contact the Foundation Awards Administrator at [awards@baldrigefoundation.org](mailto:awards@baldrigefoundation.org).



CONGRATULATIONS

LINDA  
VINCENT

WINNER OF THE BALDRIGE FOUNDATION AWARD  
FOR LEADERSHIP EXCELLENCE – NONPROFIT SECTOR

On behalf of the Alabama Performance Excellence Award Program Board of Directors, our Examiners, Judges, and the many organizations that have begun and continue their journeys to excellence in Alabama, we salute your tenacity and passion for our Program. You are the light and the core of our Program and you exemplify excellence in all you have done and continue to do. Thank you is not enough. We appreciate you and what you do for the State of Alabama's quest for excellence in all organizations.



# 2020 FOUNDATION AWARD SPONSORS

We gratefully acknowledge the support of the Foundation Award Sponsors for 2020:

- **The Synergy Organization (Harry S. Hertz Leadership Award Founding Sponsor)**
- **SOAR Vision Group (Luncheon Sponsor)**
- **Beyond Feedback**
- **And all the organizations and individuals who paid tribute by placing ads honoring our 2020 award recipients**

## SPONSORSHIP

The Foundation Awards are made possible through the generous support of sponsors who desire to recognize and celebrate exemplar leaders whose role-model behaviors inspire, encourage, challenge, and empower others to lead performance excellence. Individual and organizational sponsorships represent the only source of support for administering the Baldrige Foundation Awards. If you are interested in learning more about how to reach our engaged and influential audience through sponsorship of one or more of the Foundation's awards, please contact Josh Racette, Executive Director of Corporate Development, at (612) 563-2024 or [jraccette@baldrigefoundation.org](mailto:jracette@baldrigefoundation.org).





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[baldrigefoundation.org](http://baldrigefoundation.org)

The logo for SOAR VISION GROUP. The word "SOAR" is in a multi-colored font (blue, green, red, yellow) with a blue bird icon flying above the letter 'A'. The words "VISION GROUP" are in a solid yellow font.

