



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 Georgia

- **10 Georgia applicants for the Baldrige Award (2005–2018)**
- **1 Georgia applicant in 2013 represents 1,906 jobs, 2 work locations, around \$250 million in revenues/budgets, and an estimated 88,000 customers served.**
- **10 Baldrige examiners from Georgia volunteered about \$225,000 in services in 2018.**

Georgia National Role Model

The Ritz-Carlton Hotel Company (now part of Marriott International), service, 1992, 1999

Success Story



The only two-time recipient of the Baldrige Award in the service category, The Ritz-Carlton Hotel Company manages dozens of luxury hotels worldwide. All have received four- or five-star ratings from the Mobil Travel Guide and diamond ratings from the American Automobile Association. More than 85% of the company's employees—known as "Ladies and Gentlemen of The Ritz-Carlton"—are frontline hotel workers. Through extensive training programs and professional development opportunities, the company encourages personnel to advance. In fact, former Ritz-Carlton President and Chief Operating Officer Horst Schulze began his career as a waiter's apprentice at a hotel. An independently operated division of Marriott International, Inc., the hotel was headquartered in Atlanta when it won its Baldrige Awards.

Selected Results

- 99% of guests satisfied with their overall experience; more than 80% "extremely satisfied"
- Near doubling of pretax return on investment and earnings (before income taxes, depreciation, and amortization) over 4 years

Georgia Oglethorpe Award

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.

Georgia Oglethorpe (www.georgiaoglethorpe.org) is a nonprofit public-private partnership that provides services to Georgia's business, industry, government, education, health care, and nonprofit organizations. It promotes both strategic and tactical organizational performance improvement and excellence. This is achieved by offering education, assessment, feedback, and recognition based on the Criteria for Performance Excellence.

AHCA/NCAL National Quality Award Recipients in Georgia

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.

Ansley Park Health & Rehab (Bronze, 2017)
Appling Nursing & Rehab Pavilion (Bronze, 2017)
Arrowhead Health & Rehab. (Silver, 2018)
Avalon Health & Rehab (Bronze, 2017)
Bainbridge Health & Rehab. (Silver, 2018)
Bolingreen Health & Rehab. (Silver, 2017)
Brentwood Terrace Health & Rehab (Bronze, 2017)
Brighton Gardens of Dunwoody (Silver, 2017)
Brighton Gardens of Buckhead (Silver, 2018)
Calhoun Nursing Home (Bronze, 2018)
The Center for Advanced Rehab. at Social Circle (Silver, 2017)
Chaplinwood Health & Rehab. (Bronze, 2018)
Chelsey Park Health & Rehab. (Bronze, 2018)
Cherry Blossom Health & Rehab. (Bronze, 2017)
Church Home Rehab. & Healthcare (Bronze, 2017)
Comer Health & Rehab. (Gold, 2018)
Dawson Manor Nursing Home Inc (Bronze, 2018)
Eagle Health & Rehab. Center (Silver, 2017)
Elberta Health Care (Bronze, 2018)
Evergreen Health & Rehab. Center (Silver, 2018)
Fort Gaines Health & Rehab. (Silver, 2017)
Fort Valley Health & Rehab. (Silver, 2017)
GraceMore Nursing & Rehab. (Silver, 2017)
Greene Point Health & Rehab. (Bronze, 2018)
Heart of Georgia Nursing Home (Bronze, 2018)
Heritage Inn of Barnesville (Silver, 2017)
High Shoals Health & Rehab. (Silver, 2018)
Jesup Health & Rehab. (Silver, 2018)
Jonesboro Assisted Living Center (Bronze, 2017)
Jonesboro Nursing & Rehab. (Bronze, 2017)
Lake City Nursing & Rehab. (Bronze, 2017)
Legacy Health & Rehab. (Bronze, 2018)
Lillian G. Carter Health & Rehab. Center (Silver, 2017)
Lynn Haven Health & Rehab. (Silver, 2017)
Magnolia Manor of Columbus—West (Bronze, 2018)
Magnolia Manor of Marion County (Silver, 2017)
Magnolia Manor of St. Simons Assisted Living (Bronze, 2017)
Magnolia Manor of St. Mary's (Bronze, 2017)
Mattie H. Marshall Alzheimer's Center (Bronze, 2018)
Meadows Park Health & Rehab. (Bronze, 2018)
Miller Nursing Home (Bronze, 2018)
Montezuma Health & Rehab. (Bronze, 2018)
Newnan Health & Rehab. Center (Bronze, 2017)
NHC Healthcare at Fort Oglethorpe (Bronze, 2017)
Oak View Health & Rehab (Bronze, 2017)
Oconee Health & Rehab. (Bronze, 2017)
Oxley Park Health & Rehab. (Bronze, 2018)
Pine Knoll Nursing & Rehab. (Silver, 2016)
PruittHealth Augusta (Bronze, 2017)
PruittHealth Bethany (Silver, 2016)
PruittHealth Brookhaven (Silver, 2016)
PruittHealth Lakehaven (Bronze, 2018)
PruittHealth Toombsboro (Bronze, 2018)
Regency Park Health & Rehab. (Silver, 2016)
Ridgewood Manor Health & Rehab. (Silver, 2016)
Riverside Health & Rehab. (Silver, 2018)
Scepter Senior Living Center, LLC (Silver, 2017)
Sparks Inn Assisted Living (Bronze, 2018)
Stevens Park Health & Rehab. Center (Bronze, 2018)
Stone Brooke Suites (Bronze, 2018)
Summers Landing of Warner Robins (Bronze, 2018)
Sunrise Assisted Living at Five Forks (Silver, 2018)
Sunrise at Huntcliff Summit (Silver, 2018)
Sunrise of Johns Creek (Silver, 2016)
Sunrise at Webb Gin (Silver, 2016)
Syl-view Health Care Center, Inc. (Bronze, 2018)
Taylor County Health Care (Bronze, 2018)
Treutlen County Health & Rehab. (Silver, 2018)
Twin View Health & Rehab. (Silver, 2018)
Waycross Health & Rehab. Center (Bronze, 2018)
Westview Nursing & Rehab. (Bronze, 2018)
The William Breman Jewish Home (Bronze, 2018)
Wynfield Park Health & Rehab. (Bronze, 2018)
20 Bronze winners, 2016