



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 the District of Columbia

- **6 District of Columbia applicants for the Baldrige Award (2005–2018)**
- **1 District of Columbia applicant in 2018 represents 1 work location, about \$12.5 million in revenues/budgets, and an estimated 15,000 customers.**
- **6 Baldrige examiners from the District of Columbia volunteered about \$135,000 in services in 2018.**

The U.S. Senate Productivity and Quality Award for Virginia and D.C.

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 Senate Productivity and Quality Award (SPQA; www.spqa-va.org) program serves organizations in Virginia and the District of Columbia. SPQA offers education and training on the Baldrige Framework and criteria, two mentoring programs, and its signature four-level award program based on the methodology of the Baldrige Program. SPQA serves all organizations, big or small, public or private, regardless of sector, at little to no cost to further its commitment to helping organizations achieve performance excellence.

2014–2018 Senate Productivity and Quality Award Recipients in Washington, D.C.

American Society of Landscape Architects (Achievement)
Brinton Woods Health and Rehabilitation Center (Achievement)
Federal Facilities Division (Progress)

AHCA/NCAL National Quality Award Recipients in Washington, D.C.

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.

Brinton Woods Health & Rehab. Center at Dupont Circle (Silver, 2014)
Carroll Manor Nursing & Rehab. Center (Silver, 2017; Bronze, 2015)
Forest Hills of DC Assisted Living (Bronze, 2016)
Forest Hills of DC Skilled Nursing Facility (Bronze, 2016)
Forest Side Memory Care Assisted Living (Bronze, 2016)

Grand Oaks Assisted Living (Bronze, 2018)
The Residences at Thomas Circle (Bronze, 2015)
Stoddard Baptist Global Care at Washington Center for Aging Services (Bronze, 2016)
Stoddard Baptist Nursing Home (Bronze, 2015)
Sunrise on Connecticut Avenue (Bronze, 2017)
Unique Residential Care Center (Silver, 2015)

Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,724 feedback reports detailing organizational strengths and opportunities for improvement.
- 115 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2018 applicants represent 641,693 U.S. jobs, 3,072 work sites, more than \$166 billion in revenues/budgets, and about 451 million customers served.
- 352 national Baldrige examiners volunteered roughly \$7.9 million in services in 2018.
- In 2018, 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,447 organizations using 1,719 volunteer examiners.

Sample Achievements by Baldrige Award Recipients

- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **Growth in revenue from \$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
- **Below 1% to zero occurrences of common hospital-acquired infections**, as well as patient falls (Castle Medical Center)
- **Top 10% of cities nationally** for best place to live, best place to work, quality of culture and recreation, availability of job opportunities, air quality, and visual attractiveness (City of Fort Collins)
- Despite rigorous public-school graduation requirements, a **97.4% graduation rate** (Pewaukee School District)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)
- **99.99% Average Service Availability Index** over 3 years, better than all utility, region, and class comparisons (Bristol Tennessee Essential Services)
- **Five-star (highest possible) quality rating** for 7 consecutive years (Kindred Nursing and Rehabilitation—Mountain Valley)
- Voted **“Best Financial Institution”** by readers of the *Boulder Daily Camera* for 15 of 16 years; more mortgage volume in its county than its competitors (Elevations Credit Union)
- **13% increase in dealership gross profit** over 4 years (Don Chalmers Ford)
- **Zero “never events”** (medical errors that should never occur) over 5 years (Memorial Hermann Sugar Land Hospital)
- **Above the 90th percentile in quality rankings** in the National Committee for Quality Assurance’s Healthcare Effectiveness Data and Information Set (HEDIS) (Southcentral Foundation)