



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 Arkansas

- **4 Arkansas applicants for the Baldrige Award (2005–2018)**
- **1 Arkansas applicant in 2016 represents 1,453 jobs, 3 work locations, over \$700 million in revenues/budgets, and an estimated 12,000 customers.**
- **3 Baldrige examiners from Arkansas volunteered \$67,500 in services in 2018.**

## Arkansas Governor's Quality Award

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 Arkansas Institute for Performance Excellence ([www.arkansas-quality.org](http://www.arkansas-quality.org)) works to advance performance improvement for organizations in Arkansas through training, assessment, and recognition. Using the Baldrige Excellence Framework as a foundation, the program offers training in ISO, cybersecurity, strategic planning, and award application writing. The Governor's Quality Award provides statewide recognition with assessment and feedback.

## 2014–2018 Arkansas Award Recipients

DD&F Consulting Group (Governor's Award)  
Baldor Electric Company (Governor's Award)  
Conway Regional Health System (Governor's Award)  
J. V. Manufacturing, Inc. (Governor's Award)  
North Arkansas College (Governor's Award)  
Springdale Water Utilities (Governor's Award)  
Unity Health—White County Medical Center (Governor's Award)  
Washington Regional Medical Center (Governor's Award)  
Mainstream Technologies (Achievement)  
National Guard Professional Education Center (Achievement)  
North Arkansas Regional Medical Center (Achievement)  
Saline Memorial Hospital (Achievement)  
St. Elizabeth's Place (Achievement)  
Unity Health Harris Medical Center (Achievement)  
A & A Fire and Safety Company (Commitment)  
Allen Engineering Corporation (Commitment)  
Arkansas Department of Labor (Commitment)

Briarwood Nursing & Rehabilitation (Commitment)  
Central Moloney, Inc. (Commitment)  
College of the Ouachitas (Commitment)  
The Crossing at Riverside Health & Rehabilitation (Commitment)  
EagleCrest Nursing & Rehabilitation (Commitment)  
Gosnell Living & Therapy (Commitment)  
M. O. Ramay Junior High School (Commitment)  
Mercy Hospital Rogers (Commitment)  
Mountain Meadows Health & Rehabilitation (Commitment)  
NorthWest Arkansas Community College (Commitment)  
ProCARE Therapy Services, LLC (Commitment)  
Professional Nursing Solutions, LLC (Commitment)  
Salem Place Nursing & Rehabilitation (Commitment)  
Shiloh Nursing & Rehabilitation (Commitment)  
Spring Creek Health & Rehabilitation (Commitment)  
40+ Challenge recipients

## Success Stories



Founded in 1922 as the Springdale Water Improvement District, Springdale Water Utilities serves over 105,000 persons in five municipalities in Washington and Benton counties. The utility is a municipally owned, nonprofit organization and works closely with the City of Springdale and the mayor, but is completely rate supported and receives no tax revenue to operate. Water sales revenues are used to operate and maintain water distribution and sewer collection systems. SWU employs 110 people and prides itself in running the utility as a competitive business.



Founded in 1993, DD&F Consulting Group is a full-service bank consulting company with a national practice. DD&F's mission is to help make its clients successful, believing that if it helps its clients succeed, it will be successful. DD&F offers a wide range of services in the areas of strategic & regulatory services, mergers & acquisitions, bank performance, and risk management.

### Highlights

- Consistently ranked as one of the top financial advisors by SNL Financial

## AHCA/NCAL National Quality Award Recipients in Arkansas

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.

Alcoa Pines Health and Rehabilitation (Bronze, 2015)  
Alma Healthcare & Rehab. Center (Bronze, 2018)  
Atkins Nursing & Rehab. Center (Bronze, 2018)  
Beebe Retirement Center (Silver, 2016)  
Brighton Ridge (Bronze, 2016)  
Chapel Woods Health & Rehabilitation (Bronze, 2015)  
Chenal Rehabilitation & Healthcare (Bronze, 2015)  
The Crossing at Riverside Health & Rehabilitation (Silver, 2017; Bronze, 2015)  
EagleCrest Nursing & Rehabilitation (Bronze, 2016)  
Gassville Therapy & Living (Bronze, 2015)  
Gosnell Therapy & Living (Bronze, 2014)  
Greenhurst Nursing Center (Bronze, 2018)  
Heritage Square Nursing & Rehabilitation Center (Bronze, 2016)  
Hope's Creek Inc. (Bronze, 2014)

Katherine's Place at Wedington (Bronze, 2015)  
Little River Nursing Home (Bronze, 2018)  
Lonoke Nursing & Rehabilitation Center (Bronze, 2014)  
Mercy Crest Retirement Living (Bronze, 2015)  
Mountain Meadows Health & Rehab. (Bronze, 2014)  
Osceola Therapy & Living (Bronze, 2015)  
Pine Lane Therapy & Living (Bronze, 2015)  
Pioneer Therapy & Living (Bronze, 2015)  
River Lodge Assisted Living (Bronze, 2014)  
Silver Oaks Health & Rehabilitation (Bronze, 2015)  
SouthFork River Therapy & Living (Bronze, 2016)  
Southridge Village of Cabot (Bronze, 2017)  
Spring Creek Health & Rehabilitation (Bronze, 2014)  
Twin Lakes Therapy & Living (Bronze, 2016)  
Twin Rivers Health & Rehabilitation (Bronze, 2017)  
Village Springs Health & Rehabilitation (Bronze, 2014)