



About the Baldrige Performance Excellence Program

Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

Baldrige in Georgia

- 10 Georgia applicants for the Baldrige Award (2005–2015)
- 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.
- 11 Baldrige examiners from Georgia volunteered over \$167,000 in services in 2014.

Georgia National Role Model

The Ritz-Carlton Hotel Company (now part of Marriott International), 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 (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. Georgia Oglethorpe (<http://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 Winners 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.

Effingham County Care Center (2015, Gold)	Riverside Health and Rehabilitation Center (Bronze, 2015)
Budd Terrace at Wesley Woods (2015, Silver)	Roberta Health and Rehab (2015, Silver)
Camellia Health and Rehabilitation (2015, Silver)	Roswell Nursing & Rehabilitation Center (Bronze, 2015)
Agape Health & Rehab. of Moultrie, LLC (Bronze, 2015)	Sears Manor Coastal Nursing & Rehab (Bronze, 2015)
Azalea Health & Rehabilitation (Bronze, 2015)	Shady Acres Health & Rehabilitation (Bronze, 2015)
Bainbridge Health and Rehab (Bronze, 2015)	Signature Healthcare of Marietta (Bronze, 2015)
Bayview Nursing & Rehab (Bronze, 2015)	Southeast Georgia Health System Senior Care Center Brunswick (Bronze, 2015)
Brighton Gardens of Buckhead (Bronze, 2015)	Sparta Health & Rehabilitation (Bronze, 2015)
Brighton Gardens of Dunwoody (Bronze, 2015)	Summerhill Senior Living Community (Bronze, 2015)
Comer Health and Rehabilitation (Bronze, 2015)	Sunrise of Buckhead (Bronze, 2015)
Florence Hand Home (Bronze, 2015)	Sunrise of Decatur (Bronze, 2015)
Gibson Health and Rehabilitation (Bronze, 2015)	Sunrise of East Cobb (Bronze, 2015)
Golden Living Center Jesup (Bronze, 2015)	Sunrise at Five Forks (Bronze, 2015)
GraceMore Nursing & Rehab (Bronze, 2015)	Sunrise of Huntcliff Summit II (Bronze, 2015)
Jesup Health and Rehab (Bronze, 2015)	Sunrise Ivey Ridge (Bronze, 2015)
Macon Rehabilitation and Healthcare Center (Bronze, 2015)	Sunrise of Johns Creek (Bronze, 2015)
Magnolia Manor Methodist Nursing Center (Bronze, 2015)	Sunrise at Webb Gin (Bronze, 2015)
Magnolia Manor of St. Simons Island Nursing & Rehab Center (Bronze, 2015)	Thomson Health and Rehabilitation (Bronze, 2015)
Magnolia Manor South (Bronze, 2015)	Twin View Health and Rehab (Bronze, 2015)
Magnolia Manor Retirement Center (Bronze, 2015)	Warrenton Health and Rehabilitation (Bronze, 2015)
NHC HealthCare, Rossville (Bronze, 2015)	Cartersville Heights (2014, Silver)
Orchard Health and Rehabilitation (Bronze, 2015)	Legacy Nursing and Rehabilitation Center (2014, Silver)
Providence of Sparta Health and Rehabilitation (Bronze, 2015)	PruittHealth—Forsyth (2014, Silver)
PruittHealth—Bethany (Bronze, 2015)	PruittHealth—Toombsboro (2014, Silver)
PruittHealth—Fitzgerald (Bronze, 2015)	PruittHealth—Valdosta (2014, Silver)
	Southland Health & Rehabilitation (2014, Silver)
	The William Breman Jewish Home (2014, Silver)
	29 Bronze winners (2014)

Robert W. Carey Performance Excellence Award Winners in Georgia

The Secretary of Veterans Affairs' [Robert W. Carey Performance Excellence Award](#) recognizes organizations within the Department of Veterans Affairs that have implemented management approaches that result in sustained high levels of performance and service to veterans. The award criteria are aligned with the Baldrige Excellence Framework.

Augusta VA Medical Center (Trophy, 2006)
Southeast Network, VISN 7 (Achievement, 2006)