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 New Hampshire

- **1 New Hampshire applicant for the Baldrige Award (2005–2015)**
- **1 Baldrige examiners from New Hampshire volunteered over $15,000 in services in 2015.**

Granite State Quality Council

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. Founded in 1992, the Granite State Quality Council (GSQC; http://www.gsqc.com/) is New Hampshire's nonprofit resource for organizational performance excellence. The GSQC serves organizations of all sizes and in every sector of the economy. Services include coaching and training, networking and best-practice sharing, and assessment and recognition. As part of the larger Baldrige community, the GSQC provides access to world-class practices that can be adapted to fit the needs of any business, health care organization, school, or government agency.

2013–2014 Granite State Quality Award and Recognition Recipients

Phaneuf Funeral Homes and Crematorium, Achievement of Excellence Recognition
The City of Dover, Profile Recognition
Chemtan Company, Inc., Profile Recognition

AHCA/NCAL National Quality Award Winners in New Hampshire

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.

Carlyle Place (2015, Silver)
Langdon Place of Exeter (2015, Silver)
Westwood Center (2015, Silver)
Wolfeboro Bay Center—Genesis HealthCare (2015, Bronze)
Aynsley Place (2014, Bronze)
Carlyle Place (2014, Bronze)
Courville at Manchester (2014, Bronze)
Partridge House (2014, Bronze)
Good Shepherd Rehabilitation & Nursing Center (2013, Silver)
Epsom HealthCare Center (2013, Bronze)
Kindred Nursing and Rehabilitation—Hanover Terrace (2013, Bronze)

Baldrige in the U.S.

- **Organizations from all sectors and of all sizes use the Baldrige Excellence Framework to achieve their success and sustainability goals.**
- **U.S. organizations applying for the Baldrige Award have received 1,639 feedback reports detailing organizational strengths and opportunities for improvement.**
- **102 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2015 applicants represent 567,434 U.S. jobs, 2,665 work sites, more than $142 billion in revenues/budgets, and an estimated 449 million customers served.**
- **349 national Baldrige examiners volunteered roughly $5.3 million in services in 2015.**
- **In 2014, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 2,152 volunteer examiners.**

Sample Achievements by Baldrige Award Winners

- 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)
- In **customer satisfaction, outperformed its closest competitor** in 20 of 20 performance attributes (MESA)
- Consistent **Healthgrades scores in the top 10% nationally** for patient safety, general surgery, gastrointestinal care, and joint replacement (Hill Country Memorial)
- Voted **"Best Financial Institution"** by readers of the *Boulder Daily Camera* for 15 of 16 years; more mortgage volume in its county than any of its competitors (Elevations Credit Union)
- Despite rigorous public school graduation requirements, a **97.4% graduation rate** in 2012-2013 (Pewaukee School District)
- **Revenue growth** from about $120 million in 1997 to about $625 million in 2009 (MEDRAD)
- For four years, composite performance **at or better than the top 10% of health care systems nationally** for each disease group in the core measures reported by the Centers for Medicare and Medicaid Services (St. David's HealthCare)
- 90% or higher **customer satisfaction** levels (Premier Inc.)
- **Profitability during 4 years of economic downturn** while the rest of the industry saw minimal growth and modest profit (Freese and Nichols)
- Improvement in **academic composite ranking from 55th to 9th** in North Carolina (Iredell-Statesville Schools)
- Better resident **ratings of overall quality of service** than the state, county, and U.S. governments (City of Irving, Texas)
- **Patient satisfaction at or above the national 90th percentile** for the 4 years leading to its Baldrige Award (North Mississippi Health Services)