



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 York

- **14 New York applicants for the Baldrige Award (2005–2015)**
- **2 New York award applicants (2010–2015) represent 14,550 jobs, 11 work locations, over \$18.25 billion dollars in revenues/budgets, and an estimated 1.75 million customers served.**
- **8 Baldrige examiners from New York volunteered nearly \$121,000 in services in 2015.**

New York National Role Models

Pearl River School District, 2001 (Pearl River)

Xerox Business Services, 1997 (Rochester)

Trident Precision Manufacturing, Inc., 1996 (Webster)

Corning Incorporated, Telecommunications Products Division, 1995 (Corning)

Xerox Corporation Business Products and Systems, 1989 (Rochester)

Success Story



David Kearns, former CEO and Chairman of Xerox from 1982 to 1991, former Deputy Secretary of Education, . . . passed away February 25 [2011]. The honor of winning Baldrige in 1989 was always very special and remained a key accomplishment to Mr. Kearns. Over 20 years later, obituaries referenced the Baldrige award and contained photos of Mr. Kearns on stage with President Bush. I can think of no other public/private sector partnership program that has had this type of deep and lasting impact. — Chuck Chada, former Xerox executive and chair of the Baldrige Judges Panel

Xerox won its first Baldrige Award in 1989, and Xerox Business Services won in 1997. Xerox Business Services is headquartered in Rochester, and at the time of its award had 14,000 employees and over 4,000 customers. It grew into a \$2 billion business in less than 5 years.

Selected Results

- More than a 30% increase in revenues and profits annually
- 40% share of the U.S. document-outsourcing market, nearly 3 times the share of its nearest competitor
- Increased in employee satisfaction from 63% favorable to 80% favorable
- Industry leader in 7 of 10 high motivators of customer satisfaction, with scores of 8–9 on a 10-point scale

Partners in Performance Excellence

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. At its core, the nonprofit Partners in Performance Excellence (PiPEx; <http://www.partnerspex.org/>) is an economic development organization. We help businesses, hospitals, schools, government agencies, and non-profits improve performance. We educate, train, assess, provide feedback, and recognize organizations committed to a journey of excellence. PiPEx serves Connecticut, Massachusetts, New York, and Rhode Island.

2012–2015 Partners in Performance Excellence Award Winners in New York

Ellis Medicine (Gold)
North Shore LIJ Health System (Silver)
Orange Regional Medical Center (Silver)
Spackenkill Union Free School District (Silver)

AHCA/NCAL National Quality Award Winners in New York

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.

The Capital Living Nursing and Rehabilitation Centre (2015, Silver)	Shore View Nursing and Rehabilitation Center (2015, Bronze)
Schulman and Schachne Institute for Nursing and Rehabilitation (2015, Silver)	Sunrise of Crestwood (2015, Bronze)
The Brightonian (2015, Bronze)	Sunrise of Dix Hills (2015, Bronze)
Bronx Center for Rehabilitation and Health Care (2015, Bronze)	Sunrise of Glen Cove (2015, Bronze)
Essex Center for Rehabilitation and Healthcare (2015, Bronze)	Sunrise of Holbrook (2015, Bronze)
Heathwood Assisted Living at Williamsville (2015, Bronze)	Sunrise in Mill Basin (2015, Bronze)
Kings Harbor Multicare Center (2015, Bronze)	Sunrise of New City (2015, Bronze)
Kingsway Manor Assisted Living (2015, Bronze)	Sunrise of Sheepshead Bay (2015, Bronze)
Mills Pond Nursing and Rehabilitation Center (2015, Bronze)	Sunrise of Smithtown (2015, Bronze)
Mohawk Valley Health Care Center (2015, Bronze)	Sunrise of Staten Island (2015, Bronze)
	Sunrise Senior Living of East Meadow (2015, Bronze)
	Sunrise Senior Living East Setauket (2015, Bronze)
	Sunrise Senior Living of Plainview (2015, Bronze)

Robert W. Carey Performance Excellence Award Winner in New York

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.

Network 2 Upstate New York (Performance Excellence, 2008)