



Baldrige in Alabama

- 11 Alabama applicants for the Baldrige Award (2005–2020)
- 1 Alabama award applicant in 2011 represents 895 jobs, 51 work locations, \$568 million in revenues/budgets, and an estimated 6,000 customers served.
- 1 Baldrige examiner from Alabama volunteered about \$22,500 in services in 2022.

Baldrige-Based Award Programs Serving Alabama

[The Alliance for Performance Excellence](#) 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](#) (which includes the Criteria for Performance Excellence) 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.

At its core, the nonprofit [Tennessee Center for Performance Excellence](#) (TNCPE), an Alliance for Performance Excellence member, is an economic development organization. Using the framework of an awards program, TNCPE fulfills its mission to drive organizational excellence by providing in-depth, low-cost assessments of regional organizations using the Baldrige Excellence Framework. Through a methodology based on the Baldrige Performance Excellence Program, organizations receive detailed feedback that they use to improve their processes and results. As organizations grow and improve, their communities benefit from increased revenue and job opportunities, as well as better education, government, and health care services.

The [Alabama Performance Excellence Program](#), an Alliance for Performance Excellence member, is a Baldrige-based program recognizing and honoring organizations that are using effective productivity and quality improvement strategies, techniques or practices which could be shared with other organizations with the expectation that they will contribute to the overall economic well-being in the state of Alabama.

The [AHCA/NCAL National Quality Award Program](#), an Alliance for Performance Excellence member, 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.

2022 Tennessee Center for Performance Excellence Award Recipient in Alabama

Listerhill Credit Union

Highlights

Listerhill Credit Union (LSC), founded in 1952 and located in Muscle Shoals, Alabama, is a member-owned and member-centric credit union with a membership reach throughout Alabama as well as Tennessee, Mississippi, Florida, and Georgia. LCU serves its members through three key financial operations: encouraging saving, helping members borrow affordably, and providing financial services and guidance. LCU scored above the 90th percentile nationally for employee engagement dimensions of image, intimacy, caring, hospitality, pride, and camaraderie. Workplace safety scored at the 98th percentile nationally.

2017-2020 Alabama Performance Excellence Award Recipients

Alabama Performance Excellence Award

Legacy of Hope

Commitment to Performance Excellence

Alabama Organ Center

Athens Limestone Hospital

Pathway to Performance Excellence

Capitol Hill Healthcare

Intuitive Research

McGuffey Healthcare

Selma City School System

Westside Terrace Healthcare

Wilkins Miller

AHCA/NCAL National Quality Award/Recognition Recipients in Alabama

Albertville NH (Silver, 2004)

Barfield HC (Bronze, 2022)

Bill Nichols State Veterans Home (Silver, 2019)

Capitol Hill Healthcare Center (Silver, 2019)

Crowne Health Care of Montgomery (Silver, 2020)

Cypress Cove Care and Rehab. (Bronze, 2019)

Diversicare—Park Place (Bronze, 2018)

Florence Nursing and Rehab. Center (Bronze, 2017)

Floyd E. Tut Fann State VA (Bronze, 2016)

Glenwood Rehab. and Care Center (Bronze, 2015)

Haleyville Health and Rehab. Center (Bronze, 2020)

Hanceville Nursing Home (Silver, 2022; Bronze, 2019)

Hillview Terrace (Bronze, 2019)

McGuffey Health and Rehab. Center (Bronze, 2018)

Mobile Nursing and Rehab. Center, LLC (Silver, 2019)

Montgomery Children's Specialty Center (Bronze, 2017)

NHC HealthCare Anniston (Silver, 2020)

NHC HealthCare Moulton (Silver, 2020)

NHC Place Anniston (Bronze, 2020)

Piedmont Health Care Center (Bronze, 2018)

Regency Retirement Village (Bronze, 2019)

Ridgeview Health Services (Bronze, 2020)

Shelby Ridge (Bronze, 2018)

Talladega Healthcare Center (Bronze, 2020)

Walker Rehab. Center (Bronze, 2020)

Wesley Place on Honeysuckle (Bronze, 2018)

Westside Terrace (Silver, 2019)

Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,791 feedback reports detailing organizational strengths and opportunities for improvement.
- 124 Baldrige Award recipients have shared their role-model practices with other organizations.
- 2010–2021 Baldrige Award applicants represent 687,115 U.S. jobs, 5,086 work sites, more than \$193 billion in revenues/budgets, and about 614 million customers served.
- 103 national Baldrige examiners volunteered roughly \$2.3 million in services in 2022.
- In 2019, 29 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,598 organizations using 1,686 volunteer examiners.

Sample Achievements by Baldrige Award Recipients

- Average customer satisfaction for services **higher than 4.5 out of 5** since 2017 (MESA)
- **Highest possible credit rating** from Standard & Poor's and Moody's since 1994 (City of Germantown, TN)
- **Growth in revenue** from **\$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice [now Guidehouse])

- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **5-star rating** (the highest) from the Centers for Medicare and Medicaid Services (GBMC HealthCare System)
- **Outperforms local and national comparators** for attainment of associate degrees and certificates by **more than 200%** (Howard Community College)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)

The Baldrige Performance Excellence Program

Created with Congressional authorization 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.

The data presented, in some cases, are estimates of the best available information.

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