



# Baldrige in Arkansas

- 4 Arkansas applicants for the Baldrige Award (2005–2020)
- 1 Arkansas applicant in 2016 represents 1,453 jobs, 3 work locations, over \$700 million in revenues/budgets, and an estimated 12,000 customers.
- 2 Baldrige examiners from Arkansas volunteered about \$45,000 in services in 2022.

## Baldrige-Based Award Programs Serving Arkansas

[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.

The [Arkansas Institute for Performance Excellence](#), an Alliance for Performance Excellence member, 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.

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 award criteria of the Baldrige Performance Excellence Program.

## 2014–2022 Arkansas Institute for Performance Excellence Award Recipients

### Governor’s Award

Black River Technical College  
DD&F Consulting Group  
Baldor Electric Company  
Conway Regional Health System  
J. V. Manufacturing, Inc.  
North Arkansas College  
Northwest Health  
Springdale Water Utilities  
Unity Health—White County Medical Center  
Washington Regional Medical Center

### Achievement Award

Allen Engineering Corporation  
Mainstream Technologies  
National Guard Professional Education Center  
North Arkansas Regional Medical Center  
Northwest Health System  
Saline Memorial Hospital

Southridge Village Nursing and Rehab.  
St. Elizabeth’s Place  
Unity Health Harris Medical Center

### Commitment Award

A & A Fire and Safety Company  
Arkansas Department of Labor  
Arkansas Department of Transportation  
Arkansas State Veterans Home  
Briarwood Nursing & Rehabilitation  
Central Moloney, Inc.  
College of the Ouachitas  
Dierks Health & Rehabilitation  
EagleCrest Nursing & Rehabilitation  
Gosnell Living & Therapy  
Lennox Commercial Industries  
M. O. Ramay Junior High School  
Mercy Crest Assisted Living  
Mercy Hospital Rogers

## 2014–2022 Arkansas Award Recipients, continued

### Commitment Award, continued

Mountain Meadows Health & Rehabilitation  
NorthWest Arkansas Community College  
Northwest Health  
ProCARE Therapy Services, LLC  
Professional Nursing Solutions, LLC  
Russellville Nursing and Rehabilitation Center  
Saint Mary's Regional Medical Center

Salem Place Nursing & Rehabilitation  
Shiloh Nursing & Rehabilitation  
Southridge Village Nursing and Rehab.  
Spring Creek Health & Rehabilitation  
The Crossing at Riverside Health & Rehabilitation  
UAMS Health  
Welspun Pipes, Inc.  
Window Mart, Inc.

### Featured Governor's Award Recipient

2022 Governor's Award Recipient Black River Technical College (BRTC), located in Pochahontas, Arkansas, transforms lives through quality academic and career education to enhance the community it serves.

### Highlight

- BRTC students achieved a 100% pass rate in 3 professional programs' certification exams in 2021-2022.

## AHCA/NCAL National Quality Award/Recognition Recipients in Arkansas

Alma Healthcare and Rehab. Center (Bronze, 2018)  
Atkins Nursing and Rehab. Center (Bronze, 2018)  
Care Manor Nursing and Rehab. Center (Bronze, 2019)  
Greenhurst Nursing Center (Bronze, 2018)  
Hillcrest Home (Bronze, 2019)  
Little River Nursing Home (Bronze, 2018)

## 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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