Created by Congress 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.

Baldrige in the District of Columbia

- 6 District of Columbia applicants for the Baldrige Award (2005–2019)
- 1 District of Columbia applicant in 2018 represents 1 work location, about $12.5 million in revenues/budgets, and an estimated 15,000 customers.
- 2 Baldrige examiners from the District of Columbia volunteered $45,000 in services in 2019.

The U.S. Senate Productivity and Quality Award for Virginia and D.C.

The Alliance for Performance Excellence (www.BaldrigeAlliance.org) 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 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 Senate Productivity and Quality Award (SPQA; www.spqa-va.org) administers the U.S. Senate Productivity and Quality Award, recognizing the highest caliber of performance excellence. The mission of SPQA is to promote continual improvement strategies and to provide training, mentoring, and recognition to organizations in pursuit of performance excellence. Since 1982, SPQA has served organizations of all sizes from all sectors and honored over 80 organizations with the prestigious Medallion Award in recognition of their achievement of performance excellence. We have trained hundreds of Examiners in the Baldrige Criteria and methodologies to serve our award program and support their own organization’s journey to performance excellence.

2014–2019 Senate Productivity and Quality Award Recipients in Washington, D.C.

American Society of Landscape Architects (Achievement)
Brinton Woods Health and Rehabilitation Center (Achievement)
Federal Facilities Division (Progress)
Office of the Inspector General, Government of the District of Columbia (Progress)

AHCA/NCAL National Quality Award Recipients in Washington, D.C.

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.

Carroll Manor Nursing & Rehab. Center (Silver, 2017)
Forest Hills of DC Assisted Living (Bronze, 2016)
Forest Hills of DC Skilled Nursing Facility (Bronze, 2016)
Forest Side Memory Care Assisted Living (Bronze, 2016)
Grand Oaks Assisted Living (Bronze, 2018)
Stoddard Baptist Global Care at Washington Center for Aging Services (Bronze, 2016)
Sunrise on Connecticut Avenue (Bronze, 2017; Silver, 2019)

Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,747 feedback reports detailing organizational strengths and opportunities for improvement.
- 121 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2019 applicants represent 650,693 U.S. jobs, 3,167 work sites, more than $181 billion in revenues/budgets, and about 590 million customers served.
- 348 national Baldrige examiners volunteered roughly $7.8 million in services in 2019.
- In 2018, 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,447 organizations using 1,719 volunteer examiners.

Sample Achievements by Baldrige Award Recipients

- 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)
- Below 1% to zero occurrences of common hospital-acquired infections, as well as patient falls (Castle Medical Center)
- Top 10% of cities nationally for best place to live, best place to work, quality of culture and recreation, availability of job opportunities, air quality, and visual attractiveness (City of Fort Collins)
- Despite rigorous public-school graduation requirements, a 97.4% graduation rate (Pewaukee School District)
- Over 4 years, 100% of customers surveyed would recommend the company to others (Stellar Solutions)
- 99.99% Average Service Availability Index over 3 years, better than all utility, region, and class comparisons (Bristol Tennessee Essential Services)