



Baldrige in Washington, District of Columbia

- 7 Washington, D.C. applicants for the Baldrige Award (2005–2020)
- 2 Washington, D.C. applicants in 2018–2020 represent 2,003 jobs, 70 work locations, about \$1.6 billion in revenues/budgets, and an estimated 38 million customers.
- 2 Baldrige examiners from Washington, D.C. volunteered nearly \$45,000 in services in 2019.

Baldrige Award Recipient in Washington, D.C.

AARP, nonprofit, 2020



AARP is the nation's largest nonprofit, nonpartisan organization dedicated to empowering people age 50 and older to choose how they live as they age. With a nationwide presence and nearly 38 million members, AARP strengthens communities and advocates for what matters most to families: health security, financial stability, and personal fulfillment.

Highlights

- Doubled the reach of its work to impact lives, from 32 million people in 2015 to more than 60 million in 2019
- Has ranked in the 94th percentile of national comparisons for the employee survey item “My Job Makes Me Feel Like I Am Part of Something Meaningful”
- Established the AARP Brain Health Fund to accelerate research into cures for all types of dementia
- In response to the COVID-19 pandemic, launched an online platform that served more than 470,000 users and helped create nearly 800 mutual aid groups its first 5 months

Baldrige-Based Award Programs Serving Washington, D.C.

[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 [Senate Productivity and Quality Award](#) (SPQA) program, an Alliance for Performance Excellence member, 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. SPQA has trained hundreds of state-level examiners in the Baldrige Criteria and methodologies to serve its award program and support their own organization's journey to performance excellence.

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.

2014–2020 SPQA Recipients of Recognition 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/Recognition Recipients in Washington, D.C.

Forest Hills of DC (Silver, 2022; Bronze, 2016)

Grand Oaks Assisted Living (Silver, 2020)

Knollwood (Bronze, 2020)

Stoddard Baptist NH (Silver, 2022; Bronze, 2015)

Sunrise on Connecticut Avenue (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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