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 Maine

1 Baldrige examiner from Maine volunteered over $15,000 in services in 2016.

ExcellenceNorth Alliance

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.

ExcellenceNorth Alliance (ENA; www://excellencenorth.org/) is Northern New England’s nonprofit resource for organizational performance excellence. Formerly known as the Granite State Quality Council, ENA enables organizations and communities in Maine, New Hampshire, and Vermont to sustainably thrive as the rate of change and disruption continues to dramatically increase across all business sectors. ENA provides customized expertise in the Baldrige methodology and other systematic approaches through coaching and training, networking and best practice sharing, and assessment and recognition.

ExcellenceNorth Award Recipient in Maine, 2018
PeoplesChoice Credit Union (Silver Recognition)

AHCA/NCAL National Quality Award Recipients in Maine

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 Alzheimer’s Care Center (Bronze, 2014)  
Aroostook Health Center (Bronze, 2018)  
Caribou Rehabilitation & Nursing Center (Bronze, 2015)  
Cedar Ridge Center (Silver, 2015)  
Clover Health Care (Bronze, 2017)  
Clover Living Center (Bronze, 2014)  
Collier’s Rehabilitation & Nursing Center (Bronze, 2014)  
Colonial Health Care (Bronze, 2015)  
Cove’s Edge (Silver, 2019; Bronze, 2017)  
Durgin Pines (Bronze, 2016; Silver, 2019)  
Engel Place (Bronze, 2016)  
Falmouth by the Sea (Bronze, 2019)  
Forest Hill (Bronze, 2019)  
Hawthorne House (Silver, 2017)  
HillHouse, Inc. (Bronze, 2018)  
The Inn at City Hall (Bronze, 2014)  
Katahdin Health Care (Bronze, 2014)  
Kindred Assisted Living Village Crossings (Silver, 2016)  
Lakewood, A Continuing Care Center (Bronze, 2014)  
Maine Veterans’ Homes—Caribou (Silver, 2016)
AHCA/NCAL National Quality Award Recipients in Maine, continued

Maine Veterans’ Homes—Augusta (Silver, 2015)  Odd Fellows' and Rebekahs' Home of Maine (Bronze, 2019)
Maine Veterans’ Homes—Bangor (Silver, 2015)  Pine Point Center (Silver, 2017)
Maine Veterans’ Home—Scarborough (Gold, 2016)  Portland Center for Assisted Living (Bronze, 2017)
Maine Veterans’ Homes—Machias (Gold, 2018)  Ross Manor (Bronze, 2016; Silver, 2019)
Maine Veterans’ Homes—South Paris (Silver, 2014)  Russell Park Rehabilitation & Living Center (Bronze, 2015)
MaineGeneral Rehabilitation & Long-Term Care at Glenridge (Bronze, 2014)  Scarborough Terrace Assisted Living & Memory Care (Bronze, 2018)
MaineGeneral Rehabilitation & Long-Term Care at Gray Birch (Bronze, 2014)  Seal Rock Healthcare at Atlantic Heights (Bronze, 2019)
Marshall Health Care (Silver, 2017; Bronze, 2014)  Springbrook Center (Bronze, 2019)
Martha Ballard Assisted Living (Bronze, 2015)  Stillwater Health Care (Silver, 2015)
Narraguagus Bay Health Care (Bronze, 2016)  Sunrise at Huntington Common (Bronze, 2019)
Northern Light Continuing Care, Lakewood (Bronze, 2019)  Sylvia Ross Home (Bronze, 2018)
Norway Center for Health & Rehab., LLC (Bronze, 2018)  Woodlawn Rehabilitation & Nursing Center (Bronze, 2017)
Oak Grove Center (Silver, 2013)

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

- 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 (Adventist Health Castle)
- Outperforms its local and national comparators for attainment of associate degrees and certificates by more than 200% (Howard Community College)
- Highest possible credit rating from Standard & Poor's and Moody's since 1994 (City of Germantown, TN)
- Satisfaction levels above 90% for all four key customer groups (Center for Organ Recovery & Education)
- Standard & Poor's “strong” rating since 2017 (Illinois Mutual Retirement Fund)