



# Baldrige in New Hampshire

- 1 New Hampshire applicant for the Baldrige Award (2005–2021)
- 2 Baldrige examiners from New Hampshire volunteered nearly \$45,000 in services in 2022.

## Baldrige-Based Award Programs Serving New Hampshire

[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.

[ExcellenceNorth Alliance](#) (ENA), an Alliance for Performance Excellence member, is the nonprofit resource for organizational performance excellence in Northern New England. 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.

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 ExcellenceNorth Alliance Recognition Recipient in New Hampshire

Dancing Lion Chocolate, New Hampshire, Profile Recognition

## AHCA/NCAL National Quality Award/Recognition Recipients in N.H.

Applewood Rehabilitation Center (Gold, 2020)  
Bedford Falls (Bronze, 2022)  
Clipper Harbor (Bronze, 2019)  
Country Village Center (Silver, 2022; Bronze, 2020)  
Crestwood Center (Bronze, 2022)  
The Edgewood Centre (Silver, 2020)  
The Elms Center (Bronze, 2020)  
Epsom HealthCare Center (Bronze, 2020)  
Fairview Nursing Home (Bronze, 2021)  
Granite Ledges of Concord (Bronze, 2020)  
Hanover Terrace Healthcare (Bronze, 2018)  
Havenwood Heritage Heights (Bronze, 2019)  
Jaffrey Rehab. & Nursing (Bronze, 2018)  
Keene Center (Bronze, 2019)  
Langdon Place of Dover (Bronze, 2022)  
Maple Leaf Health Care Center (Silver, 2020)

Mountain Ridge Center (Bronze, 2020)  
Mt. Carmel Rehab. & Nursing (Silver, 2017)  
Oceanside Center (Bronze, 2018)  
Pheasant Wood Center (Bronze, 2019)  
Pleasant Valley Nursing Center (Bronze, 2021)  
Presidential Oaks (Bronze, 2022)  
Ridgewood Center–NH (Bronze, 2022)  
Rochester Manor (Bronze, 2020)  
St. Francis Rehab. & Nursing (Silver, 2018)  
St. Joseph Residence (Bronze, 2019)  
St. Teresa Rehab. & Nursing (Bronze, 2019)  
St. Vincent de Paul Rehab. & Nursing (Bronze, 2019)  
Villa Crest Nursing and Retirement Center (Bronze, 2021)  
Webster at Rye (Bronze, 2020)  
Wolfeboro Bay Center (Bronze, 2022)

# 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.