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 New Hampshire

- 1 New Hampshire applicant for the Baldrige Award (2005–2019)
- 1 Baldrige examiner from New Hampshire volunteered over $22,000 in services in 2019.

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.

2013–2019 ExcellenceNorth Alliance Award and Recognition Recipients

Phaneuf Funeral Homes and Crematorium, Achievement of Excellence Recognition
Chemtan Company, Inc., Profile Recognition
The City of Dover, Profile Recognition

AHCA/NCAL National Quality Award Recipients in New Hampshire

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.

Aynsley Place (Bronze, 2014)
Carlyle Place (Silver, 2015; Bronze, 2014)
Clipper Harbor (Bronze, 2019)
Colonial Poplin Nursing Home (Bronze, 2016)
Courville at Manchester (Bronze, 2014)
Crestwood Center (Silver, 2017)
Good Shepherd Rehab. & Nursing (Bronze, 2018)
Hackett Hill Healthcare Center (Bronze, 2017)
Hanover Hill Health Care Center (Silver, 2016)
Hanover Terrace Healthcare (Bronze, 2018)
Havenwood Heritage Heights (Bronze, 2019)
AHCA/NCAL National Quality Award Recipients in New Hampshire, continued

Keene Center (Bronze, 2019)
Laconia Rehabilitation Center (Silver, 2017)
Langdon Place of Exeter (Silver, 2015)
Langdon Place of Portsmouth (Bronze, 2019)
Mt. Carmel Rehabilitation & Nursing (Silver, 2017)
Oceanside Center (Bronze, 2018)
Partridge House (Bronze, 2014)
Pheasant Wood Center (Bronze, 2019)
Pleasant Valley Nursing Center (Bronze, 2017)
Poplin Way (Bronze, 2017)
St. Francis Rehab. & Nursing (Silver, 2018)
St. Joseph Residence (Bronze, 2019)
St. Teresa Rehabilitation and Nursing (Bronze, 2019)
St. Vincent de Paul Rehabilitation and Nursing Center (Bronze, 2019)
Warde Rehabilitation and Nursing Center (Bronze, 2016)
Webster at Rye (Bronze, 2018)
Westwood Center (Silver, 2015)
Wolfeboro Bay Center—Genesis HealthCare (Bronze, 2015)

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.