



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 (2005–2020)**
- **1 Baldrige examiner from New Hampshire volunteered over \$22,000 in services in 2019.**

## ExcellenceNorth Alliance

The Alliance for Performance Excellence ([www.BaldrigeAlliance.org](http://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/](http://www://excellencenorth.org/)) 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.

## 2013–2020 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.

Applewood Rehabilitation Center (Gold, 2020)  
Clipper Harbor (Bronze, 2019)  
Country Village Center (Bronze, 2020)  
The Edgewood Centre (Silver, 2020)  
The Elms Center (Bronze, 2020)  
Epsom HealthCare Center (Bronze, 2020)  
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)

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)  
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)  
Webster at Rye (Bronze, 2020)

## Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,767 feedback reports detailing organizational strengths and opportunities for improvement.**
- **124 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2020 applicants represent 676,535 U.S. jobs, 5,001 work sites, more than \$189 billion in revenues/budgets, and about 614 million customers served.**
- **253 national Baldrige examiners volunteered roughly \$5.7 million in services in 2020.**
- **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)
- 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 (GMBC 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)
- **Doubled the reach of its work to impact lives**, from 32 million people in 2015 to more than 60 million in 2019 (AARP)
- **Dominant leader in market share** (Mary Greeley Medical Center)
- **62% increase in revenue** over the four years preceding its 2018 Baldrige Award; ratio of annual revenue per consultant 50% better than a national comparison (Integrated Project Management)
- Despite rigorous public-school graduation requirements, a **97.4% graduation rate** (Pewaukee School District)
- Produced **more mortgages annually than any credit union in the state** in 2018 and 2019 (Elevations Credit Union)
- **Standard & Poor's "strong" rating** since 2017 (Illinois Mutual Retirement Fund)
- **Top 10% performance** on key measures of **inpatient and outpatient engagement** (Wellstar Paulding Hospital)
- **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)
- **Satisfaction levels above 90%** for all four key customer groups (Center for Organ Recovery & Education)