



# Baldrige in North Carolina

- 18 North Carolina applicants for the Baldrige Award (2005–2020)
- 2 North Carolina award applicants in 2016–2020 represent 11,098 jobs, 9 work locations, more than \$1.5 billion in revenues/budgets, and more than 2.2 million customers served.
- 8 Baldrige examiners from North Carolina volunteered about \$180,000 in services in 2021, and 2 Baldrige examiners from North Carolina volunteered about \$45,000 in services in 2022.

## Baldrige Award Recipients in North Carolina

Iredell-Statesville Schools, education, 2008

Premier Inc., service, 2006

### Featured Baldrige Award Recipient



Iredell-Statesville Schools (I-SS) is a K–12 public school system located in southwestern North Carolina within a diverse community and economy. To meet the needs of its 20,900 students, I-SS offers a variety of educational programs delivered in heterogeneously grouped classrooms, two at-risk/behavior schools, and virtual curriculum and early college settings. The system also offers before- and after-school programs, short-term alternative site placement programs, and dual enrollment courses in partnership with a local community college. I-SS considers its 3,416 employees “knowledge assets in achieving organizational learning and improvement.”

### Highlights

- Per-pupil operations expenditures among the lowest in North Carolina
- Ranked academically in the state’s top 10 school systems
- 100% of staff positions filled, teacher turnover rate below the state average, and waiting lists for most job openings
- Increase from 64% to 80.7% in cohort graduation rates (the percentage of ninth-grade students who graduate from high school four years later) over 5 years
- Increase in SAT scores from 991 to 1056 over 4 years; increase in state rank from 57th (out of 115 school districts) to 7th over 5 years

## Baldrige-Based Award Programs Serving North Carolina

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 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.

Based on the Malcolm Baldrige National Quality Award, the [North Carolina Award for Excellence](#) (NCAfE) is the top state-level recognition presented to an organization that has demonstrated, the highest level of performance excellence by

applying the principles of the Baldrige Excellence Framework. NCAfE partners with the Tennessee Center for Performance Excellence, an Alliance for Performance Excellence member, to provide examiner training.

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.

## 2012–2020 North Carolina Award for Excellence Recipients

CarePartners Health Services  
CaroMont Health  
Cherokee Indian Hospital

Duke Regional Hospital  
Lower Cape Fear Hospice and LifeCare Center  
Pardee Hospital Southeastern Regional Medical Center

## AHCA/NCAL National Quality Award/Recognition Recipients in North Carolina

Brian Center Health & Retirement/Clayton (Silver, 2021)  
Capital Nursing & Rehab. Center (Silver, 2019)  
Conover Nursing & Rehab. Center (Silver, 2020)  
Crystal Bluffs Rehab. & Health Care (Silver, 2019)  
Davis Health Care Center (Silver, 2021 and 2019)  
Emerald Ridge Rehab. & Care Center (Silver, 2019)  
NC State Veterans Home—Black Mountain (Silver, 2021)  
The Pavilion Health Center at Brightmore (Silver, 2020)  
Piedmont Crossing (Silver, 2020)

Pisgah Manor Health Care Center (Silver, 2022)  
PruittHealth—Farmville (Silver, 2020)  
PruittHealth—Town Center (Silver, 2021)  
Quail Haven Village (Silver, 2019)  
Shoreland Health Care & Retirement Center (Silver, 2019)  
Trinity Glen (Silver, 2020)  
Trinity Village (Silver, 2020)  
Wellington Rehab. & Healthcare (Silver, 2019)

In addition, 13 organizations in North Carolina received Bronze recognition in 2022, 23 organizations received Bronze recognition in 2021, 30 organizations received Bronze recognition in 2020, and 9 organizations received Bronze recognition in 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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