Baldrige in Ohio

- 22 Ohio applicants for the Baldrige Award (2005–2019)
- 3 Ohio award applicants in 2013–2019 represent 3,013 jobs, over $377 million in revenues/budgets, and an estimated 184,000 customers served.
- 12 Baldrige examiners from Ohio volunteered about $270,000 in services in 2019.

Ohio National Role Models

Dana Commercial Credit Corporation, service, 1996
Dana Corporation—Spicer Driveshaft Division, manufacturing, 2000
Globe Metallurgical Inc., small business, 1988
PRO-TEC Coating Co., small business, 2007

Success Story

Established in 1990 as a joint venture between United States Steel Corporation and Kobe Steel Ltd. of Japan, PRO-TEC Coating Company provides coated sheet steel primarily to the U.S. automotive industry. PRO-TEC’s 236 employees work in a state-of-the-art 730,000-square-foot facility in the small rural town of Leipsic. PRO-TEC is the industry leader in advanced high-strength steel coating and ultra-high-strength steel coating, supplying about 15% of all hot-dipped galvanized steel to the automotive market.

Highlights

- Profitable for 12 years, with sales of $846 million in 2006
- Produced no less than 85% of the U.S. advanced high-strength steel supply from 2002 through 2006
- About $4 million in revenue per associate at approximately, nearly four times the Industry Week 90th percentile
- Less than 0.12% defect rate
- Less than 2% turnover rate; has never had a layoff

The Partnership for Excellence

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.

The Partnership for Excellence (TPE; www.thepartnershipforexcellence.org) is Ohio, Indiana, and West Virginia’s Baldrige-based state awards program. A volunteer-driven, 501(c)(3) member organization, its mission is to cultivate organizational performance excellence and continuous improvement in Ohio, Indiana, and West Virginia. Its primary product is a Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement.
2013–2019 Award Recipients in Ohio

**Governor’s Award for Excellence**
- Blanchard Valley Health System
- ProMedica Memorial Hospital
- Six Disciplines Consulting Services
- University Hospitals Geauga Medical Center

**Gold Award**
- Greater Cleveland Regional Transit Authority
- ProMedica Toledo

**Silver Award**
- Altercare, Post-Acute Rehab. Center, Inc.
- Altercare, Majora Lane Center for Rehab. & Nursing Care
- Braun Industries, Inc.
- Cleveland Clinic Parking Services
- Edison State Community College
- HealthPark Dentistry
- Henry County Hospital, Inc.
- Kern International, Inc.
- Lima Memorial Health System
- Ohio Army National Guard, Columbus
- University Hospitals Conneaut & Geneva Medical Centers
- University Hospitals Portage Medical Center

**Bronze Award**
- Butler Technology & Career Development Schools
- Lima Memorial Health System

**Pioneer Award**
- Lifebanc
- Pain Management Group

**Spirit Award**
- City Uniforms & Linen
- Federal Reserve Bank of Cleveland FIRST Team
- Findlay-Hancock County Community Foundation
- Greene County Public Health
- Soin Medical Center & Greene Memorial Hospital

**Featured Recipient**
Blanchard Valley Health System is a not-for-profit healthcare organization providing services in Northwest Ohio. It seeks to achieve its mission of "Caring for a Lifetime" through its core competency of "creation of value and community integration." Its main service offerings include hospital services, primary and specialty care, emergency services, and continuing care services composed of nursing care, home care and assisted living.

**Highlights**
- Recognized six times by Watson Health as a 100 Top Hospital, by Becker’s as a top community hospital, and by the Ohio Hospital Association as the hospital in Ohio with the lowest injury rate
- Consistently exceeds benchmarks in safety scores
- Received a Leapfrog Group "A" safety grade for 9 consecutive cycles

**AHCA/NCAL National Quality Award Recipients in Ohio**
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.

- Altercare Adena (Bronze, 2019)
- Altercare of Cuyahoga Falls Center (Silver, 2018)
- Altercare of Mayfield Village (Bronze, 2019)
- Altercare of the Western Reserve (Silver, 2018)
- Astoria Skilled Nursing and Rehab (Bronze, 2019)
- Continuing Healthcare of Niles (Bronze, 2019)
- Elms Retirement Village Inc (Bronze, 2019)
- Fairhaven Community (Silver, 2018)
- Four Winds Community (Silver, 2018)
- Friendship Village of Columbus (Bronze, 2019)
- Fulton Manor Nursing & Rehab. Center (Bronze, 2019)
- Glenwood Community (Bronze, 2019)
- Grafton Oaks Nursing & Rehab. Center (Silver, 2018)
- Oaks of West Kettering (Bronze, 2019)
- Parkvue Community (Bronze, 2019)
- Shawnee Manor (Silver, 2018)
- Signature HealthCARE of Fayette County (Bronze, 2019)
- Sunrise at Parma (Silver, 2019)
- Sunrise of Cuyahoga Falls (Silver, 2019)
- Sunrise of Findlay (Silver, 2019)
- Trinity Community at Beavercreek (Bronze, 2019)
- Van Wert Manor (Silver, 2019)
- Victoria House (Bronze, 2019)
- Village of the Falls (Bronze, 2019)
- Wood Haven Health Care (Bronze, 2019)
- 20 additional Bronze winners, 2018