



Baldrige in Ohio

- 24 Ohio applicants for the Baldrige Award (2005–2021)
- 3 Ohio award applicants in 2013–2021 represent 3,013 jobs, 18 work locations, over \$377 million in revenues/budgets, and an estimated 184,921 customers served.
- 11 Baldrige examiners from Ohio volunteered about \$247,500 in services in 2021, and 5 Baldrige examiners from Ohio volunteered about \$67,500 in services in 2022.

Baldrige Award Recipients in Ohio

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

Featured Baldrige Award Recipient



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

Baldrige-Based Award Programs Serving Ohio

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.

The [Partnership for Excellence](#) (TPE) is Ohio's, Indiana's, and West Virginia's Baldrige-based state awards program. Headquartered in Columbus, Ohio, its mission is to cultivate organizational performance excellence and continuous improvement. TPE assists organizations through self-assessments by evaluating organizational approaches. Its primary product is a comprehensive Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement. Its highest award is the Platinum-Level Governor's Award for Excellence.

[Communities of Excellence 2026](#), an Alliance for Performance Excellence member, introduces communities to the Baldrige-based Communities of Excellence Framework through its Communities of Excellence Learning Collaborative. The framework promotes collaboration across key sectors and aligns the efforts of businesses, organizations, school systems, and government communitywide to implement and sustain community change.

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.

2013–2020 TPE 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
University Hospitals Conneaut and Geneva Medical Centers

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.
Lifeline of Ohio
Lima Memorial Health System
Ohio Army National Guard, Columbus
University Hospitals Conneaut & Geneva Medical Centers
University Hospitals Portage Medical Center

Bronze Award

Butler Technology and Career Development Schools
Lima Memorial Health System

Pioneer Award

Lifebanc
Pain Management Group
Perry County Board of Developmental Disabilities

Communities of Excellence Participants in Ohio

City of Toledo
Mahoning Valley and the City of Youngstown

AHCA/NCAL National Quality Award/Recognition Recipients in Ohio

Glenwood Community (Silver, 2020)	SEM Haven Health & Residential Care Center (Silver, 2022)
Heartland of Twinsburg (Silver, 2022)	Sunrise at Parma (Silver, 2019)
Life Care Center of Elyria (Silver, 2020)	Sunrise of Cuyahoga Falls (Silver, 2019)
Life Care Centers of Westlake (Silver, 2020)	Sunrise of Findlay (Silver, 2019)
Mayfair Village Nursing Care Center (Silver, 2020)	Van Wert Manor (Silver, 2019)
Trinity Community at Beavercreek (Silver, 2020)	Wood Haven Health Care (Silver, 2021)

In addition, 4 organizations in Ohio received Bronze recognition in 2022, 2 organizations received Bronze recognition in 2021, 31 organizations received Bronze recognition in 2020, and 12 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.