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 Ohio

- 20 Ohio applicants for the Baldrige Award (2005–2018)
- 1 Ohio award applicant in 2013 represents 1,490 jobs, over $217,000 in revenues/budgets, and an estimated 72,500 customers served.
- 10 Baldrige examiners from Ohio volunteered about $225,000 in services in 2018.

Ohio National Role Models

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<tr>
<th>Small Business</th>
<th>Manufacturing</th>
<th>Service</th>
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<td>PRO-TEC Coating Co.</td>
<td>Dana Commercial Credit Corporation</td>
<td>Globe Metallurgical Inc.</td>
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<tr>
<td>Dana Corporation—Spicer Driveshaft Division</td>
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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.
2013–2018 Award Recipients in Ohio
Six Disciplines Consulting Services (Governor’s Award for Excellence)  Cleveland Clinic Parking Services (Silver)
University Hospitals Geauga Medical Center (Governor’s Award for Excellence)  Edison State Community College (Silver)
Blanchard Valley Health System (Gold)  HealthPark Dentistry (Silver)
Greater Cleveland Regional Transit Authority (Gold)  Henry County Hospital, Inc. (Silver)
ProMedica Memorial Hospital (Governor’s Award for Excellence)  Kern International, Inc. (Silver)
ProMedica Toledo Hospital (Gold)  Ohio Army National Guard, Columbus (Silver)
Altercare, Post-Acute Rehab. Center, Inc. (Silver)  Butler Technology & Career Development Schools (Bronze)
Altercare, Majora Lane Center for Rehab. & Nursing Care (Silver)  Lima Memorial Health System (Bronze)
Braun Industries, Inc. (Silver)  Additional Spirit and Pioneer recipients (see www.thepartnershipforexcellence.org)

Success Story
ProMedica Memorial Hospital is a not-for-profit, community-based medical center with 100 licensed-beds, a medical workforce of 121 members, and 357 employees. Founded 100 years ago in 1918, Memorial Hospital became part of ProMedica’s regional health system in 2014. It provides services in inpatient, outpatient, ambulatory surgical, and emergency care.

Highlights
• Five-star rating from the Center for Medicare and Medicaid Services
• At or near-zero infection rates over 5 years
• Better than the 90% benchmark for emergency room turnaround time lab draws over 4 years

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 of Canal Winchester (Silver, 2017)  Laurels of Huber Heights (Bronze, 2018)
Altercare of Cuyahoga Falls Center (Silver, 2018)  Laurels of Norworth (Bronze, 2018)
Altercare of Mentor Center (Bronze, 2018)  Laurels of Shane Hill (Bronze, 2018)
Altercare of the Western Reserve (Silver, 2018)  Life Care Center of Elyria (Bronze, 2018)
Altercare of Wadsworth Center (Silver, 2017)  Life Care Centers of Westlake (Bronze, 2018)
Bickford of Worthington (Bronze, 2018)  Logan Acres Care Center (Silver, 2017)
Brookwood Retirement Community (Bronze, 2018)  Mayfair Village (Bronze, 2018)
Calcutta Health Care center (Bronze, 2018)  Orchards of East Liverpool (Bronze, 2018)
Carriage Inn of Dayton (Bronze, 2018)  Parkview Care Center (Silver, 2017)
Carriage Inn of Steubenville (Bronze, 2018)  Patriot Ridge Community (Silver, 2017)
Century Oak Care Center (Bronze, 2018)  Shawnee Manor (Silver, 2018)
Clovermook Health Care Pavilion (Silver, 2017)  Smithville-Western Care Center (Silver, 2017)
Edgewood Manor Nursing Center (Bronze, 2018)  Transitional Living Centers (Silver, 2017)
Fairhaven Community (Silver, 2018)  Villa Georgetown Nursing & Rehab. Center (Bronze, 2018)
Four Winds Community (Silver, 2018)  Villa Springfield (Bronze, 2018)
Grafton Oaks Nursing & Rehab. Center (Silver, 2018)  Welcome Nursing Home (Silver, 2017)
Harmer Place Rehab. & Extended Care Center (Silver, 2017)  Wright Nursing & Rehab. Center (Bronze, 2018)
Heather Knoll Nursing & Rehab. (Bronze, 2018)  17 additional Bronze winners, 2017
Hennis Care Centre of Bolivar (Silver, 2017)  Laurels of Hillsboro (Bronze, 2018)

Baldrige Performance Excellence Program ● National Institute of Standards and Technology ● Innovation and Industry Services
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