



Baldrige in Pennsylvania

- 30 Pennsylvania applicants for the Baldrige Award (2005–2020)
- 3 Pennsylvania award applicants in 2010–2020 represent 23,823 jobs, 51 work locations, about \$4 billion in revenues/budgets, and an estimated 774,000 customers served.
- 2 Baldrige examiners from Pennsylvania volunteered nearly \$45,000 in services in 2022, and 6 Baldrige examiners from Pennsylvania volunteered about \$135,000 in services in 2021.

Baldrige Award Recipients in Pennsylvania

Armstrong World Industries, Inc., Building Products Operations, manufacturing, 1995

Center for Organ Recovery and Education (CORE), nonprofit, 2019

MEDRAD, Inc., manufacturing, 2010 and 2003

Stoner, Inc., small business, 2003

Westinghouse Electric Corp. Commercial Nuclear Fuel Division, manufacturing, 1988

Featured Baldrige Award Recipient



Located in Pittsburgh, PA, CORE is a nonprofit organ procurement organization (OPO) with a federally designated service area encompassing a population of 5.5 million in western Pennsylvania, West Virginia, and one county in New York. As CORE is one of 58 independent, nonprofit OPOs designated by the Centers for Medicare and Medicaid Services, its mission is to save and heal lives through donation.

Highlights

- Performance among the top 10% of the nation’s OPOs from 2014 through 2019
- Satisfaction levels above 90% for all four of CORE’s key customer groups—donor families, transplant centers, corneal transplant surgeons, and tissue processors
- Cost savings of over \$300,000 in 2014, over \$600,000 in 2018, and over \$2.6 million in 2019 as the result of managing operational costs, efficiency, and effectiveness

Baldrige-Based Award Programs Serving Pennsylvania

[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](#) (which includes the Criteria for Performance Excellence) 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.

[Mid-Atlantic Alliance for Performance Excellence](#) (MAAPE), an Alliance for Performance Excellence member, is a Baldrige-based awards program that serves Pennsylvania, New Jersey, and Delaware. MAAPE is a 501c(3) nonprofit corporation that helps all types of organizations improve their performance and outcomes, including productivity, workforce engagement, competitiveness, and customer and stakeholder satisfaction.

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.

2012–2021 MAAPE/Keystone Award for Performance Excellence Recipients

Excellence Award

Abington Jefferson Health
Center for Organ Recovery and Education
Main Line Health
Massaro Construction Group
Pine-Richland School District

Mastery Award

Indiana Regional Medical Center
Pine-Richland School District
Select Medical

Proficiency Award

Advent Design Corporation
Conemaugh Health System
Greencastle Antrim School District
Highmark Health IT
Penn Medicine Department of Radiation Oncology
Thomas Jefferson University Hospitals
VA Pittsburgh Healthcare System

Commitment Award

Active Strategy, Inc.
Aria Health
American Society for Quality
Big Brothers Big Sisters Southeastern PA
Dutchland, Inc.
Eden Autism
Higher Images, Inc.
Liberty Resources, Inc.
National Board of Osteopathic Medical Examiners
Southern Huntingdon County School District
St. Mary Rehabilitation Hospital
Susquehanna Township School District
The Washington Hospital

AHCA/NCAL National Quality Award/Recognition Recipients in PA

Abramson Center for Jewish Life (Bronze, 2020)
Abramson Center for Jewish Life (Silver, 2020)
Ambler Extended Care Center (Bronze, 2020)
Amity Serenity Pines (Bronze, 2020)
Belvedere Center (Bronze, 2022)
Berkshire Commons (Bronze, 2020)
Bradford Manor (Bronze, 2020)
The Brunswick at Attleboro (Silver, 2019)
Carbondale Nursing and Rehab. Center (Bronze, 2019)
Chapel Manor Nursing & Conval Ctr. (Bronze, 2022)
Corry Manor (Bronze, 2020)
Edgehill Nursing and Rehab. Center (Bronze, 2019)
Edinboro Manor (Bronze, 2020)
Fairview Manor (Bronze, 2020)
Hanover Hall Nursing and Rehab. Center (Silver, 2020)
Hempfield Manor (Bronze, 2020)
Hickory House Nursing Home (Bronze, 2020)
Juniper Village at Brookline Rehab. (Bronze, 2020)
Juniper Village at Bucks County (Bronze, 2020)
Kearsley Rehab. and Nursing Center (Bronze, 2020)
Lehigh Center (Bronze, 2019)
Lehigh Commons (Bronze, 2019)

Locust Grove Retirement Village (Bronze, 2019)
Luther Ridge at Seiders Hill (Bronze, 2019)
Manorcare Health Services—Pittsburgh (Bronze, 2020)
The Manor at Saint Luke Village (Bronze, 2022)
Naamans Creek Country Manor (Silver, 2020)
Norriton Square Nursing and Rehab. (Bronze, 2019)
North Hills Health and Rehab. Center (Bronze, 2020)
The Pavilion at Saint Luke Village (Bronze, 2022)
ProMedica SN & Rehab./Old Orchard (Bronze, 2022)
Quality Life Services—Chicora (Bronze, 2020)
Quality Life Services—Grove City (Bronze, 2020)
Quality Life Services—Markleysburg (Bronze, 2020)
Quality Life Services—New Castle (Bronze, 2019)
Quality Life Services—Sarver (Silver, 2020)
Quality Life Services—Sugar Creek (Bronze, 2019)
Rolling Meadows (Bronze, 2020) Slate Belt Nursing and Rehabilitation Center (Bronze, 2021)
Springfield Rehab. and Healthcare Ctr. (Bronze, 2021)
Statesman Health and Rehabilitation (Bronze, 2021)
Towne Manor East (Bronze, 2019)
Tremont Health and Rehab. Center (Bronze, 2021)
Twin Pines Health Care Center (Bronze, 2021)

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.