



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 South Dakota

### Performance Excellence Network

The Alliance for Performance Excellence ([www.BaldrigeAlliance.org](http://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.

Founded in 1987, the Performance Excellence Network ([www.performanceexcellencenetwork.org](http://www.performanceexcellencenetwork.org)) is a nonprofit that advances improvement and performance excellence in Minnesota, South Dakota, and North Dakota. We identify strengths and improvement opportunities and build networks that bring information, resources, knowledge, and best practices to organizations, individuals, and communities desiring to improve. We serve more than 250 organizations in the Upper Midwest.

### 2012–2020 South Dakota Performance Excellence Award Recipients

Avera Sacred Heart Hospital (Advancement)  
South Dakota Army National Guard (Advancement)  
South Dakota Department of Transportation (Advancement)

### Communities of Excellence Participants in South Dakota

The [Communities of Excellence Learning Collaborative](#) introduces communities to the Baldrige-based Communities of Excellence Framework. The framework promotes collaboration across key sectors and aligns the efforts of the businesses, organizations, school systems, and governmental organizations communitywide to implement and sustain community change.

City of Brookings

### AHCA/NCAL National Quality Award Recipients in South Dakota

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.

Aberdeen Health and Rehab. (Silver, 2019)  
Aspen Grove Assisted Living (Bronze, 2017)  
Avantara Armour (Bronze, 2019)  
Avantara Groton (Bronze, 2020)  
Avantara Milbank (Bronze, 2019)

## AHCA/NCAL National Quality Award Recipients in South Dakota, continued

Avantara Mountain View (Bronze, 2020)  
Avantara Pierre (Bronze, 2019)  
Avantara Redfield (Bronze, 2019)  
Avantara Saint Cloud (Bronze, 2019)  
Avantara Watertown (Silver, 2020)  
Dow Rummel Village (Bronze, 2019)  
Faulkton Senior Living (Silver, 2019)  
Firesteel Healthcare Center (Bronze, 2020)  
Fountain Springs Healthcare Center (Bronze, 2020)  
Good Samaritan Society—Corsica (Bronze, 2018)  
The Inn on Westport (Silver, 2017)  
Lake Andes Senior Living (Bronze, 2019)  
Prairie View Healthcare Community (Bronze, 2018)  
Rolling Hills Healthcare (Bronze, 2018)

## Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,767 feedback reports detailing organizational strengths and opportunities for improvement.**
- **124 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2020 applicants represent 676,535 U.S. jobs, 5,001 work sites, more than \$189 billion in revenues/budgets, and about 614 million customers served.**
- **253 national Baldrige examiners volunteered roughly \$5.7 million in services in 2020.**
- **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)
- 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 (GMBC 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)