



Baldrige in Utah

- 1 Utah award applicant in 2020 represents 560 jobs, 6 work locations, \$38 million in revenues/budgets, and over 9,000 customers served.
- 2 Baldrige examiners from Utah volunteered about \$45,000 in services in 2018, and 11 Baldrige examiners from Utah volunteered about \$247,500 in services in 2022.

Baldrige-Based Award Programs Serving Utah

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 [Southwest Alliance for Excellence](#) (SWAE), an Alliance for Performance Excellence member, is a 501(c)(3) non-profit corporation that advances improvement and excellence in organizations, communities, and individuals throughout Arizona, Nevada, and Utah. SWAE empowers organizations to pursue performance excellence, improve outcomes, and contribute to the economic strength of their community and state.

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.

SWAE Award Recipients

South Davis Community Hospital (Achievement Award for Excellence)
Student Development Center of the LDS Business College (Category Award, Workforce)

AHCA/NCAL National Quality Award/Recognition Recipients in Utah

Avalon Care Center—Bountiful (Bronze, 2020)	Southern Utah Veterans Home—Ivins (Silver, 2020)
Canyon Rim Care Center (Bronze, 2020)	Spanish Fork Rehab. and Nursing (Bronze, 2020)
Central Utah Veterans Home (Bronze, 2019)	St. Joseph Villa (Silver, 2019)
Crescent Senior Living (Silver, 2021; Bronze, 2020)	Sunrise of Sandy (Silver, 2019)
George E. Wahlen Veterans Home (Gold, 2019)	The Terrace at Mt. Ogden (Bronze, 2019)
Heritage Park Healthcare and Rehab. (Bronze, 2020)	Utah State Veterans Nursing Home (Bronze, 2019)
Mission at Maple Springs (Bronze, 2022)	Wasatch Care Center (Silver, 2020)
Pioneer Care Center (Silver, 2020)	West Jordan Care Center (Silver, 2019)
Rocky Mountain Care—Logan (Bronze, 2019)	Woodland Park Care Center (Bronze, 2019)
South Davis Specialty Care (Gold, 2022; Silver, 2020)	

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.