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 below, in some cases, are estimates of the best available information.

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.

Southwest Alliance for Excellence

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) 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.

Utah 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 Recipients in Utah

The AHCA/NCAL National Quality Award Program 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.

Alpine Meadow Rehab (Bronze, 2018)
Avalon Care Center—Bountiful (Bronze, 2020)
Canyon Rim Care Center (Bronze, 2020)
Central Utah Veterans Home (Bronze, 2019)
Crescent Senior Living (Bronze, 2020)
Crestwood Care Center (Bronze, 2018)
George E. Wahlen Veterans Home (Gold, 2019)
Heritage Park Healthcare and Rehab. (Bronze, 2020)
Little Cottonwood Rehab. (Bronze, 2018)
Lomond Peak Care and Rehab. (Bronze, 2018)
Millcreek Health Center (Bronze, 2018)
Mission at Community Living Rehab. and Assisted Living (Silver, 2017)
North Canyon Care Center (Bronze, 2018)
Pinnacle Care and Rehab. (Bronze, 2018)
Pioneer Care Center (Silver, 2020)
Rocky Mountain—The Lodge (Bronze, 2018)
Rocky Mountain Care—Logan (Bronze, 2019)
South Davis Specialty Care (Silver, 2020)
Southern Utah Veterans Home—Ivins (Silver, 2020)
AHCA/NCAL National Quality Award Recipients in Utah, continued

Spanish Fork Rehab. and Nursing (Bronze, 2020)  Uintah Basin Care & Rehab. Center (Silver, 2017)
St. Joseph Villa (Silver, 2019)  Utah State Veterans Nursing Home (Bronze, 2019)
Sunrise of Holladay (Bronze, 2018)  Wasatch Care Center (Silver, 2020)
Sunrise of Sandy (Silver, 2019)  West Jordan Care Center (Silver, 2019)
The Terrace at Mt. Ogden (Bronze, 2019)  Willow Glen Care Center (Bronze, 2018)

Baldrige in the U.S.

• U.S. organizations applying for the Baldrige Award have received 1,781 feedback reports detailing organizational strengths and opportunities for improvement.
• 124 Baldrige Award recipients share their role-model practices with other organizations.
• 2010–2021 applicants represent 687,115 U.S. jobs, 5,086 work sites, more than $193 billion in revenues/budgets, and about 614 million customers served.
• 211 national Baldrige examiners volunteered roughly $4.7 million in services in 2021.
• 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)
• Doubled the reach of its work to impact lives, from 32 million people in 2015 to more than 60 million in 2019 (AARP)
• Dominant leader in market share (Mary Greeley Medical Center)
• 62% increase in revenue over the four years preceding its 2018 Baldrige Award; ratio of annual revenue per consultant 50% better than a national comparison (Integrated Project Management)
• Despite rigorous public-school graduation requirements, a 97.4% graduation rate (Pewaukee School District)
• Produced more mortgages annually than any credit union in the state in 2018 and 2019 (Elevations Credit Union)
• Standard & Poor's “strong” rating since 2017 (Illinois Mutual Retirement Fund)
• Top 10% performance on key measures of inpatient and outpatient engagement (Wellstar Paulding Hospital)
• Top 10% of cities nationally for best place to live, best place to work, quality of culture and recreation, availability of job opportunities, air quality, and visual attractiveness (City of Fort Collins)
• Satisfaction levels above 90% for all four key customer groups (Center for Organ Recovery & Education)
• Below 1% to zero occurrences of common hospital-acquired infections, as well as patient falls (Adventist Health Castle)