Baldrige in Virginia

- 26 Virginia applicants for the Baldrige Award (2005–2019)
- 3 Virginia award applicants in 2016–2019 represent 7,708 jobs, 64 work locations, $880 million in revenues/budgets, and more than 99,000 customers served.
- 19 Baldrige examiners from Virginia volunteered over $427,000 in services in 2019.

Virginia National Role Model
PricewaterhouseCoopers Public Sector Practice (now Guidehouse), service, 2014

Success Story

PricewaterhouseCoopers Public Sector Practice (PSP) was formed in 2005 and is one of 17 business units of PricewaterhouseCoopers. Key customers are the U.S. federal government and state and local governments. Within PwC, this group is the only unit to serve this market. PSP provides business advisory services, including risk consulting, management consulting, and technology consulting. Headquartered in McLean, PSP employs nearly 1,100 people and reported gross revenue of $265.5 million for fiscal year 2014.

Highlights

- “Exceptional” or “very good” ratings on the federal government’s Contractor Performance Assessment Reports at or near 100% for 2010–2014
- 50+ Net Promoter System (tool for measuring and comparing customer engagement and loyalty) survey scores in all markets since 2012—equal to or better than scores for some of the most respected companies in the country
- Growth in revenue from $41 million in 2005 to $265 million in 2014
- Decreases in workforce turnover each year from 2009 to 2014, from approximately 22% to 13%, against an industry average of 20%

The U.S. Senate Productivity and Quality Award for Virginia and D.C.
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 Senate Productivity and Quality Award (SPQA; www.spqa-va.org) administers the U.S. Senate Productivity and Quality Award, recognizing the highest caliber of performance excellence. The mission of SPQA is to promote continual improvement strategies and to provide training, mentoring, and recognition to organizations in pursuit of performance excellence. Since 1982, SPQA has served organizations of all sizes from all sectors and honored over 80 organizations with the prestigious Medallion Award in recognition of their achievement of performance excellence. We have trained hundreds of Examiners in the Baldrige Criteria and methodologies to serve our award program and support their own organization’s journey to performance excellence.
2012–2019 Senate Productivity and Quality Award Recipients in Virginia

**Medallion of Excellence**
- Arlington County Public Schools
- National Reconnaissance Office—Media Services Center
- Mountain States Health Alliance

**Achievement in Performance Excellence**
- Bon Secours St. Mary’s Hospital
- Mary Washington Healthcare
- Prince William County Service Authority
- United Network for Organ Sharing

**Progress in Performance Excellence**
- PMS 312 In-Service Aircraft Carrier Program
- Global Linguist Solutions, LLC
- VA Community Memorial Healthcenter
- VA Hunter Holmes McGuire VA Medical Center

**Featured Recipient**

Arlington Public Schools (APS) serves Arlington County, a diverse, dynamic, and professional community located across the Potomac River from Washington, D.C. With 36 schools and more than 24,000 students, APS is the 13th largest among Virginia’s 132 school divisions. Students hail from 111 nations and speak 88 languages.

**Highlights**
- Approaching 95% on-time graduation rate for all student groups
- Significant improvement trends in Standards of Learning Test pass rates; narrowing of the achievement gap between different student groups

AHCA/NCAL National Quality Award Recipients in Virginia

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.

Augusta Nursing & Rehab Center (Bronze, 2019)
Bay Lake Retirement Community (Bronze, 2019)
Birmingham Green (Bronze, 2019)
Braddock Glen (Bronze, 2017)
Carriage Hill Nursing Home (Bronze, 2019)
Chase City Nursing & Rehab Center (Bronze, 2019)
The Colonnades (Bronze, 2018)
Consulate Health Care of Norfolk (Bronze, 2019)
The District Home (Bronze, 2019)
Envoy Health Care of Winchester (Bronze, 2019)
Heritage Hall Blacksburg (Silver, 2016)
Heritage Hall Clintwood (Silver, 2017)
Heritage Hall Dillwyn (Bronze, 2019)
Heritage Hall Front Royal (Silver, 2017)
Heritage Hall Grundy (Silver, 2017)
Heritage Hall Laurel Meadows (Bronze, 2019)
Heritage Hall Leesburg (Bronze, 2019)
Heritage Hall Rich Creek (Bronze, 2016; Silver, 2019)
Heritage Hall Tazewell (Bronze, 2019)
Inova Loudoun Nursing & Rehab. Center (Gold, 2017)
The Jefferson (Bronze, 2018)
Joseph C. Thomas Center (Bronze, 2019)
The Laurels of Charlottesville (Bronze, 2017)
The Laurels of Willow Creek (Bronze, 2017)
Riverside Convalescent Center of Mathews (Silver, 2018)
Riverside Convalescent Center, West Point (Bronze, 2017)
Seaside Health Center at Atlantic Shores (Bronze, 2018)
Sunrise at Bon Air (Bronze, 2017)
Sunrise of Countryside (Bronze, 2018)
Sunrise of Leesburg (Silver, 2017; Bronze, 2016)
Sunrise of Richmond (Bronze, 2017)
Sunrise of Springfield (Silver, 2017; Bronze, 2016)
Williamsburg Landing (Bronze, 2019)
Woodbine Rehabilitation & Healthcare (Bronze, 2019)
The Woodlands (Silver, 2019; Bronze, 2016)
23 additional Bronze winners, 2016

Baldridge Performance Excellence Program ● National Institute of Standards and Technology
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