



Baldrige in Virginia

- 26 Virginia applicants for the Baldrige Award (2005–2020)
- 3 Virginia award applicants in 2016–2020 represent 7,708 jobs, 64 work locations, \$880 million in revenues/budgets, and more than 99,000 customers served.
- 10 Baldrige examiners from Virginia volunteered about \$225,000 in services in 2021, and 8 Baldrige examiners from Virginia volunteered about \$180,000 in services in 2022.

Baldrige Award Recipient in Virginia

PricewaterhouseCoopers Public Sector Practice (now Guidehouse), service, 2014



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; along with decreases in workforce turnover each year from 2009–2014, from approximately 22%–13%, against an industry average of 20%

Baldrige-Based Award Programs Serving Virginia

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 [Senate Productivity and Quality Award](#) (SPQA), an Alliance for Performance Excellence member, administers the U.S. Senate Productivity and Quality Award, recognizing the highest caliber of performance excellence. SPQA’s mission 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. SPQA has trained hundreds of examiners in the Baldrige Criteria and methodologies to serve its award program and support their own organizations’ journeys to performance excellence.

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 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

Commitment to Performance Excellence

Eastern State Hospital

Progress in Performance Excellence

Office of the Inspector General for the District of Columbia
PMS 312 In-Service Aircraft Carriers Program Office

Certificate

Global Linguist Solutions, LLC
VA Community Memorial Healthcenter
VA Hunter Holmes McGuire VA Medical Center

Featured SPQA 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/Recognition Recipients in Virginia

Aarondale Retirement Community (Bronze, 2020)
Abingdon Health and Rehab. Center (Bronze, 2020)
Allegheny Health and Rehab. (Bronze, 2021)
Ashleigh at Lansdowne (Bronze, 2022)
Augusta Nursing and Rehab. Center (Silver, 2021; Bronze, 2019)
Bay Lake Retirement Community (Bronze, 2019)
Bedford County Nursing Home (Bronze, 2020)
Berry Hill Health & Rehab. Center (Bronze, 2021)
Birmingham Green (Bronze, 2019)
Carriage Hill Nursing Home (Bronze, 2019)
Carrington Place at Botetourt Commons (Bronze, 2020)
Chase City Nursing and Rehab. Center (Bronze, 2019)
The Chesapeake (Bronze, 2022)
Consulate Health Care of Norfolk (Bronze, 2019)
Dinwiddie Health and Rehab. Center (Bronze, 2021)

The District Home (Bronze, 2019)
Envoy Health Care of Winchester (Bronze, 2019)
Envoy of Woodbridge (Bronze, 2021)
Friendship Assisted Living, Inc (Bronze, 2022)
Galax Health and Rehab. (Bronze, 2020)
Heritage Hall—Leesburg (Silver, 2020)
Heritage Hall—Rich Creek (Silver, 2019)
Heritage Hall of Brookneal (Bronze, 2020)
Heritage Hall of Dillwyn (Bronze, 2019)
Heritage Hall of King George (Bronze, 2020)
Heritage Hall of Tazewell (Bronze, 2019)
Heritage Hall—Laurel Meadows (Bronze, 2019)
The Hidenwood Retirement Community (Bronze, 2022)
Joseph C. Thomas Center (Bronze, 2019)
Lynn Care Center at Warren Memorial Hospital (Bronze, 2020)

AHCA/NCAL National Quality Award/Recognition Recipients in Virginia, continued

Manassas Health and Rehab. Center (Bronze, 2020)
NHC Healthcare of Bristol (Bronze, 2020)
Nova Health and Rehab. (Bronze, 2021)
Paul Spring Retirement Community (Bronze, 2022)
Potomac Falls Health and Rehab. Center (Bronze, 2020)
Shenandoah Nursing and Rehab. (Bronze, 2021)
Virginia Veterans Care Center (Bronze, 2020)

The Wellington at Lake Manassas (Bronze, 2022)
Willow Oaks Assisted Living (Bronze, 2021)
Williamsburg Landing (Bronze, 2019)
Williamsburg Landing (Bronze, 2020)
Woodbine Rehab. and Healthcare (Bronze, 2019)
The Woodlands (Silver, 2019)

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.

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