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 Washington

- 6 Washington applicants for the Baldrige Award (2005–2020)
- 2 Washington award applicants in 2011 represent 6,948 jobs, 92 work locations, $1 billion in revenues/budgets, and 1.7 million customers served.
- 1 Baldrige examiner from Washington volunteered about $22,500 in services in 2021.

Performance Excellence Northwest

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.

Performance Excellence Northwest (PENNW) is a regional program affiliated with the national Baldrige Performance Excellence Program. Volunteers comprise the Board of Directors, Panel of Judges, Board of Examiners, Mentors and others. Our 200+ volunteers partner with health care organizations, manufacturers, government agencies, schools, small and large businesses and nonprofits to help them improve overall performance using the renowned national Baldrige Excellence Framework and leading continuous improvement tools. Additionally, PENW now provides all services previously provided by Washington State Quality Award.

2016–2020 Performance Excellence Northwest Award Recipients in Washington

Achievement Award
City of Walla Walla
Mason General Hospital & Family of Clinics
Western State Hospital

AHCA/NCAL National Quality Award Recipients in Washington

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.

The Arbor at Bremerton (Bronze, 2019)
Avalon Care Center—Pullman (Bronze, 2020)
Avamere at Moses Lake (Bronze, 2020)
Avamere Rehab. of Cascade Park (Bronze, 2019)
Avamere at Port Townsend (Bronze, 2019)
Avamere at Wenatchee (Bronze, 2020)
Beacon Hill Rehab. (Bronze, 2019)
Clearbrook Inn (Bronze, 2020)
Life Care Center of South Hill (Bronze, 2020)
Nikkei Manor (Bronze, 2018)
AHCA/NCAL National Quality Award Recipients, continued

Northwoods Lodge (Bronze, 2018)          Riverview Terrace (Bronze, 2018)
Olympic Alzheimer’s Residence (Silver, 2019) Summer Hill Assisted Living (Silver, 2017)
Orchard Crest Retirement and Assisted Living (Bronze, 2019) Sunrise of Bellevue (Bronze, 2018)
Peoples Retirement Community (Bronze, 2020) Sunrise of Bothell (Bronze, 2018)
Prestige Assisted Living at Richland (Silver, 2020) Sunrise of Edmonds (Bronze, 2018)
Prestige Senior Living at East Wenatchee (Bronze, 2018) Sunrise of Lynnwood (Bronze, 2019)
Prestige Senior Living at Hearthstone (Bronze, 2020) Sunrise of Mercer Island (Bronze, 2018)
The Ridge (Bronze, 2020)                   Sunrise of Northgate (Bronze, 2019)
                                          Village Green Retirement Campus (Bronze, 2020)

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)