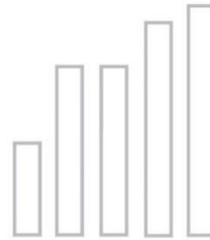


Baldrige Program Impacts





The ratio of the Baldrige Program's benefits for the U.S. economy to its costs is estimated at **820 to 1**.

2010–2013 award applicants represent

470,403 jobs,

2,250 work sites, over \$77 billion in revenue/budgets, and about 434 million customers served.

95 Baldrige Award winners serve as national role models.

482 Baldrige examiners volunteered

roughly **\$7.3 million** in services in 2013.

2,297 State Baldrige-based examiners volunteered around **\$30 million** in services in 2013.



Program and Criteria Nationwide

- Help improve organizational practices, capabilities, and results
- Facilitate communication and sharing of best practices among organizations (Baldrige Award recipients)
- Are a tool for understanding and managing organizational performance



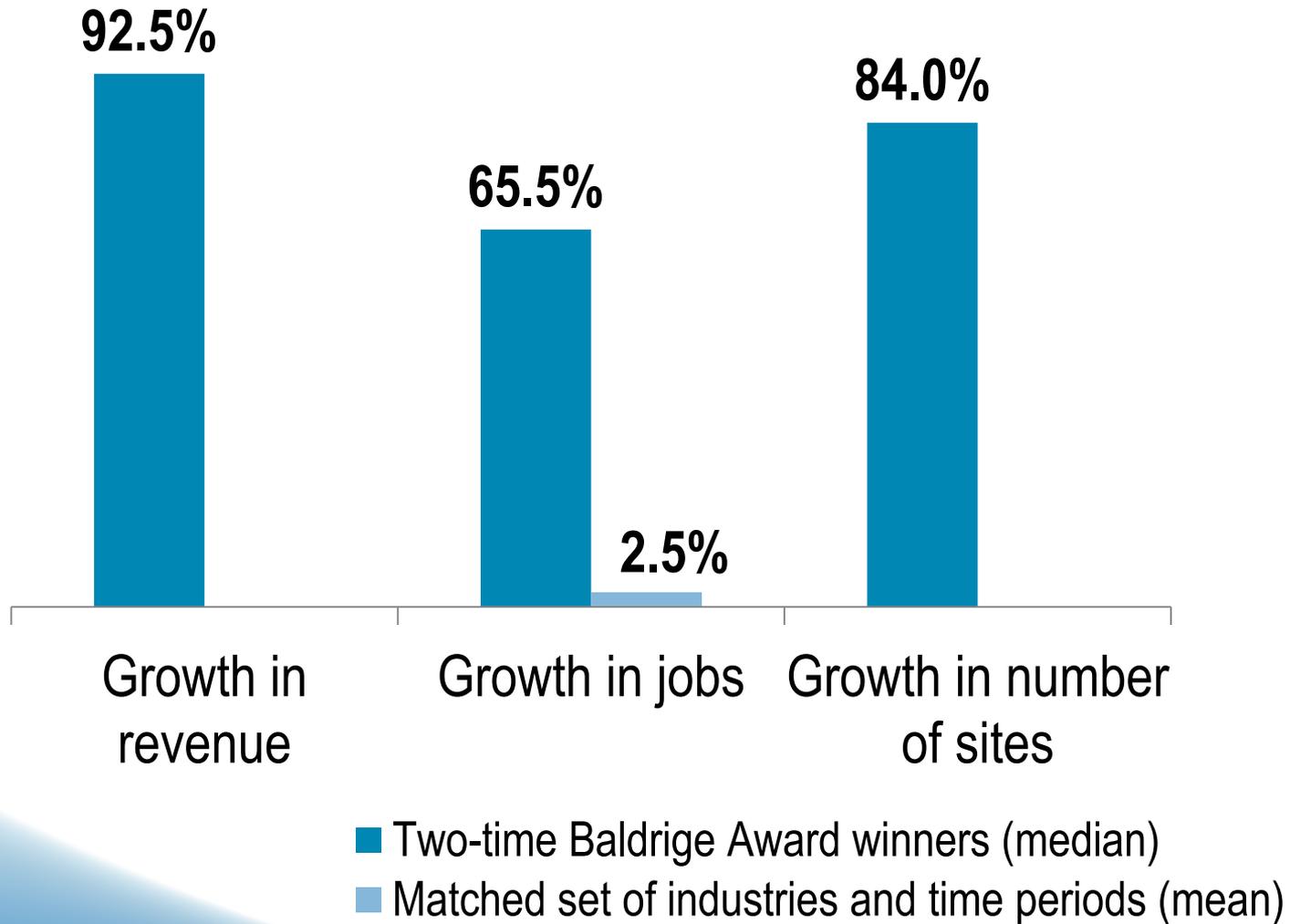
820:1

Ratio of Baldrige Program benefits for the
U.S. economy to program costs

Source: Albert N. Link and John T. Scott, *Economic Evaluation of the Baldrige Performance Excellence Program*, December 2011, http://www.nist.gov/baldrige/publications/economic_evaluation_2011.cfm.



Impact of Criteria Use



Lower Health Care Costs, Improved Quality

Baldrige hospitals:

- Faster five-year performance improvement than peers
- 83% more likely to be among Thomson Reuters' 100 Top Hospitals®
- Outperformed non-Baldrige hospitals on 6 of 7 100 Top Hospitals measures

Source: Foster, D. A., and Chenoweth, J. 2011, October. *Comparison of Baldrige Award Applicants and Recipients with Peer Hospitals on a National Balanced Scorecard*. Thomson Reuters. <http://www.nist.gov/baldrige/upload/baldrige-hospital-research-paper.pdf>.



Health Care: Adoption of Baldrige Practices

- 100 Top Hospitals winners extensively use Baldrige practices (80%)
- Highest formal use: Teaching hospitals (nearly 70%)

Source: Shook, J., and Chenoweth, J. 2012, October. *100 Top Hospitals CEO Insights: Adoption Rates of Select Baldrige Award Practices and Processes*. Truven Health Analytics.
<http://www.nist.gov/baldrige/upload/100-Top-Hosp-CEO-Insights-RB-final.pdf>.



Health Care: Adoption of Baldrige Criteria

By 2018, hospitals likely to

- Use the Baldrige Criteria for improvement or assessment: **65%**
- Apply for the Baldrige Award or a state-level Baldrige-based award: **41%**

Source: *Futurescan 2013: Healthcare Trends and Implications 2013-2018*. American Hospital Association, Society for Healthcare Strategy & Market Development. <http://www.nist.gov/baldrige/upload/Futurescan-2013-p44-2.pdf>.



Baldrige Training: Top-Tier Leadership Development

Among government/military leadership development programs:

- **No. 1** in 2014
- **Top-10** ranking 3 times since 2010

—*Leadership Excellence* magazine



Factors behind the Impact

- Acceptance of the Criteria nationally and globally
- Program participants

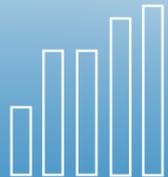


Alliance for Performance Excellence: A National Network



- Feeder system
- Leverages the national Baldrige Program

www.baldrigepe.org/alliance



International Adoption

เกณฑ์รางวัลคุณภาพแห่งชาติ เพื่อองค์กรที่เป็นเลิศ: มุมมองในเชิงระบบ



About 100 performance excellence programs worldwide



Widespread U.S. Participation

- Large and small organizations
- Internal business excellence programs
- College and university courses
- Accreditation
- Consultants
- Private-sector support



Baldrige Award Participants

- 95 Baldrige Award recipients (101 awards)
- 1,601 award applications
- More than 9,100 examiners trained



Baldrige Award Recipients

- Presentations to all sectors
- Quest for Excellence[®] and regional conferences
- Influence on customers/suppliers
- Seminars and workshops
- Articles

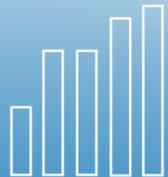


The Bottom Line: Results

Improved outcomes for products,
services, and processes



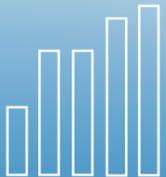
Returns on Investment in Performance Excellence: 2013 Baldrige Award Recipients



Pewaukee School District



From 2008 through 2012, achieved a **higher graduation rate** than other county, state, and nearby high-performing districts



Sutter Davis Hospital



Sustained high levels of performance in many **health care and patient-focused process results**



For More Information

- Criteria booklets and free Criteria content
- Self-assessment tools
- Organizational assessments
- Training, conferences, and executive education
- Award recipient profiles
- Case studies
- Connections to the Baldrige community

www.nist.gov/baldrige
baldrige@nist.gov
(301) 975-2036

