

About Baldrige

Who We Are

The Baldrige Program is the nation's public-private partnership dedicated to performance excellence. The Baldrige Program

- Raises awareness about the importance of performance excellence in driving the U.S. and global economy
- Provides organizational assessment tools and criteria
- Educates leaders in businesses, schools, health care organizations, and government and nonprofit agencies about the practices of best-in-class organizations
- Recognizes national role models and honors them with the only Presidential Award for performance excellence

What We Do

The Baldrige Program educates organizations in performance excellence management and administers the Malcolm Baldrige National Quality Award. We are the nation's public-private partnership dedicated to improving the performance of U.S. organizations. Our main focus areas are to

- Help organizations achieve best-in-class levels of performance
- Identify and recognize role-model organizations
- Identify and share best management practices, principles, and strategies

In collaboration with the greater Baldrige community, we offer organizations

- An integrated management framework that gets results
- Assessment tools to evaluate improvement efforts
- Feedback reports from a team of trained experts, highlighting organizational strengths and opportunities for improvement
- Presentations and workshops on how to improve using the Baldrige Criteria
- Conferences and other learning events that showcase best management practices
- A Presidential Award for organizations recognized as national role models
- Baldrige-based approaches to community excellence and cybersecurity risk management

Mission

To improve the competitiveness and performance of U.S. organizations for the benefit of all U.S. residents, the Baldrige Performance Excellence Program is a customer-focused federal change agent that

- Develops and disseminates evaluation criteria
- Manages the Malcolm Baldrige National Quality Award
- Promotes performance excellence
- Provides global leadership in the learning and sharing of successful strategies and performance practices, principles, and methodologies

Core Values

- Deliver a consistently positive customer experience
- Value and empower our workforce
- Think and act ethically
- Think and act strategically