



Baldrige Recipient Results Analysis

Some Representative Measurements

Healthcare

Increase

- Outpatient Satisfaction – 18%
- Inpatient Satisfaction – 36%
- Market Share – 34%
- Training Hours per FTE – 139%
- Employee Satisfaction – 22%
- Inventory Turns – 32%
- Volunteer Hours – 156%

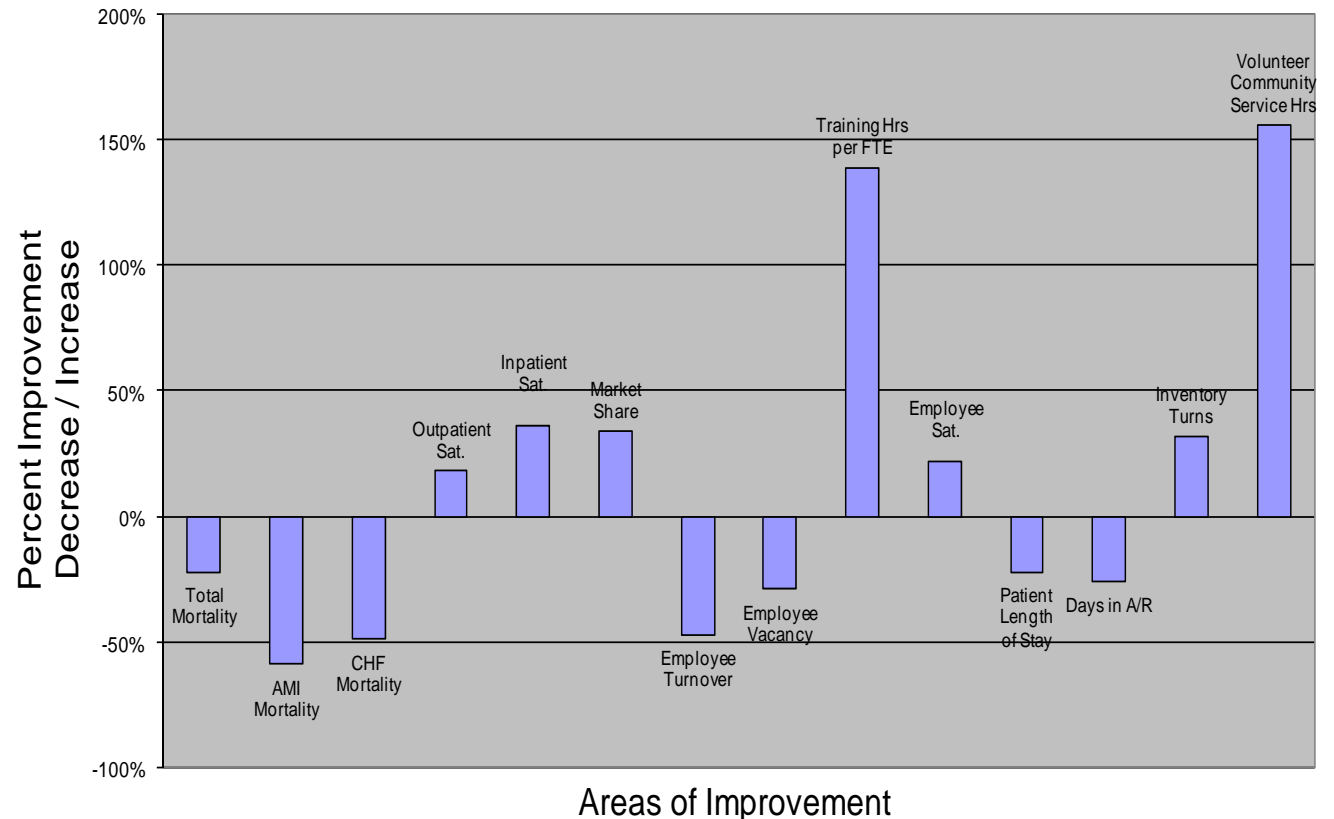
Decrease

- Total Mortality Rate - 22%
- AMI Mortality Rate – 59%
- CHF Mortality Rate – 49%
- Employee Turnover Rate – 47%
- Employee Vacancy Rate – 29%
- Length of Stay – 22%
- Days in Accounts Receivable – 26%

From Healthcare Recipient Data 1995-2008

Healthcare

Average Performance Improvement of Some Representative Measurements as Reported by Baldrige Recipients



NOTE: These are representative measurements that are intended only as indicators of performance and are not all measurements required or available. The time frame for improvement varies by applicant.

Manufacturing

Increase

- Customer Satisfaction – 47%
- Revenue Growth – 500%
- Employee Satisfaction – 12%
- Training Hours Per Employee – 117%
- Charitable Donations – 105%

Decrease

- Turnover – 17%
- Manufacturing Cycle Time – 47%

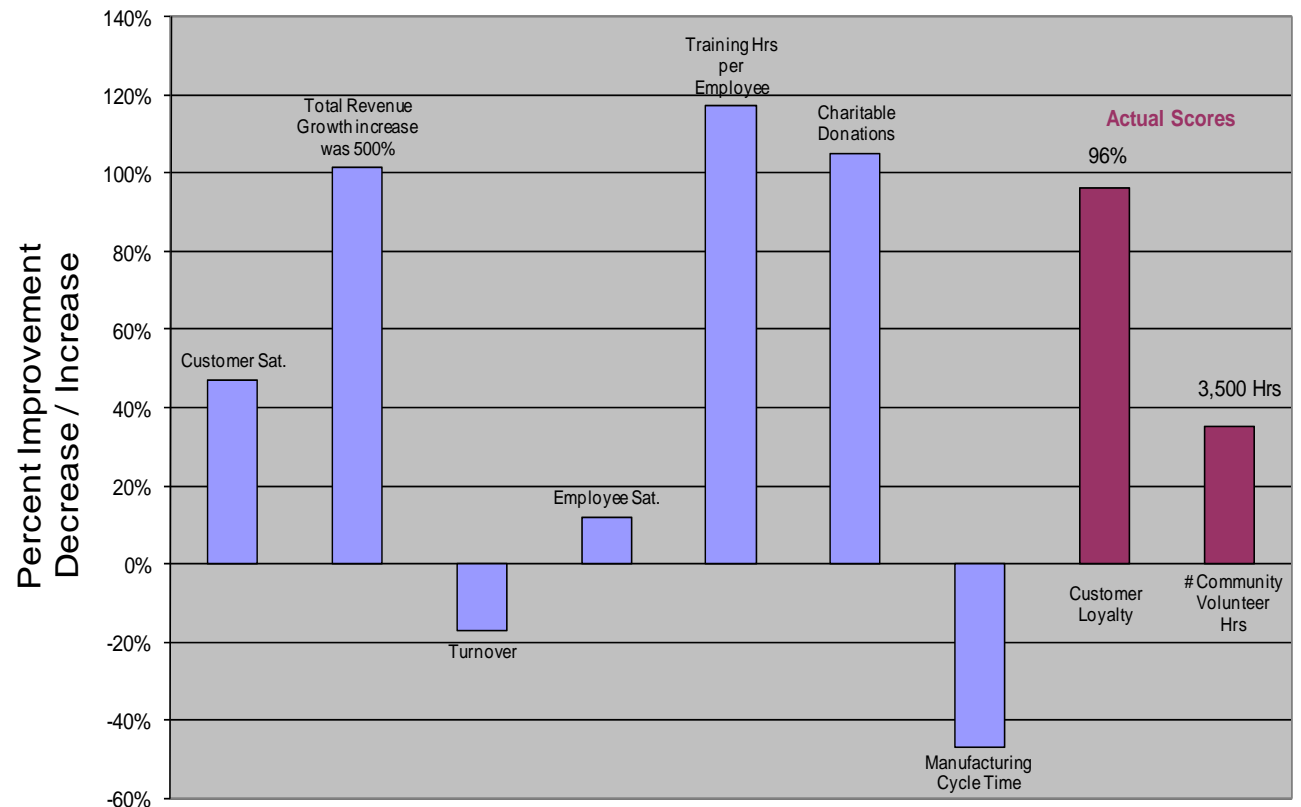
Actual

- Customer Loyalty – 96%
- Number of Community Volunteer Hours – 0.4

From Manufacturing Recipient Data 1994-2005

Manufacturing

Average Performance Improvement of Some Representative Measurements as Reported by Baldrige Recipients



Areas of Improvement

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Small Business

Increase

- Customer Satisfaction – 16%
- Customer Retention – 15%
- Sales Growth – 63%
- Market Share – 19%
- Training Hours Per Employee – 39%
- Employee Satisfaction – 32%

Decrease

- Employee Turnover – 57%

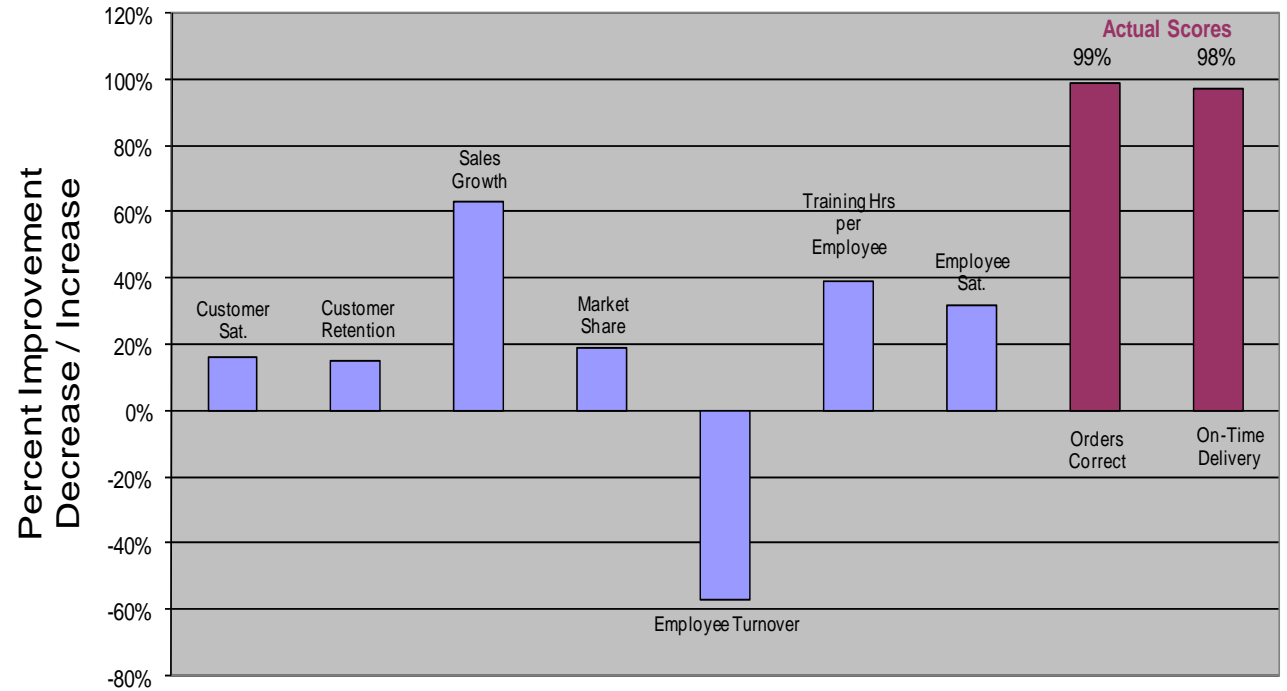
Actual

- Orders Correct 99%
- On-Time Delivery – 98%

From Small Businesses Recipient Data 2000-2007

Small Businesses

Average Performance Improvement of Some Representative Measurements as Reported by Baldrige Recipients



Areas of Improvement

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Service

Increase

- Customer Satisfaction – 18%
- Employee Satisfaction – 21%
- Employee Loyalty – 23%
- Training Hours Per Employee – 132%
- Revenue – 74%
- Profit – 70%

Decrease

- Turnover – 54%

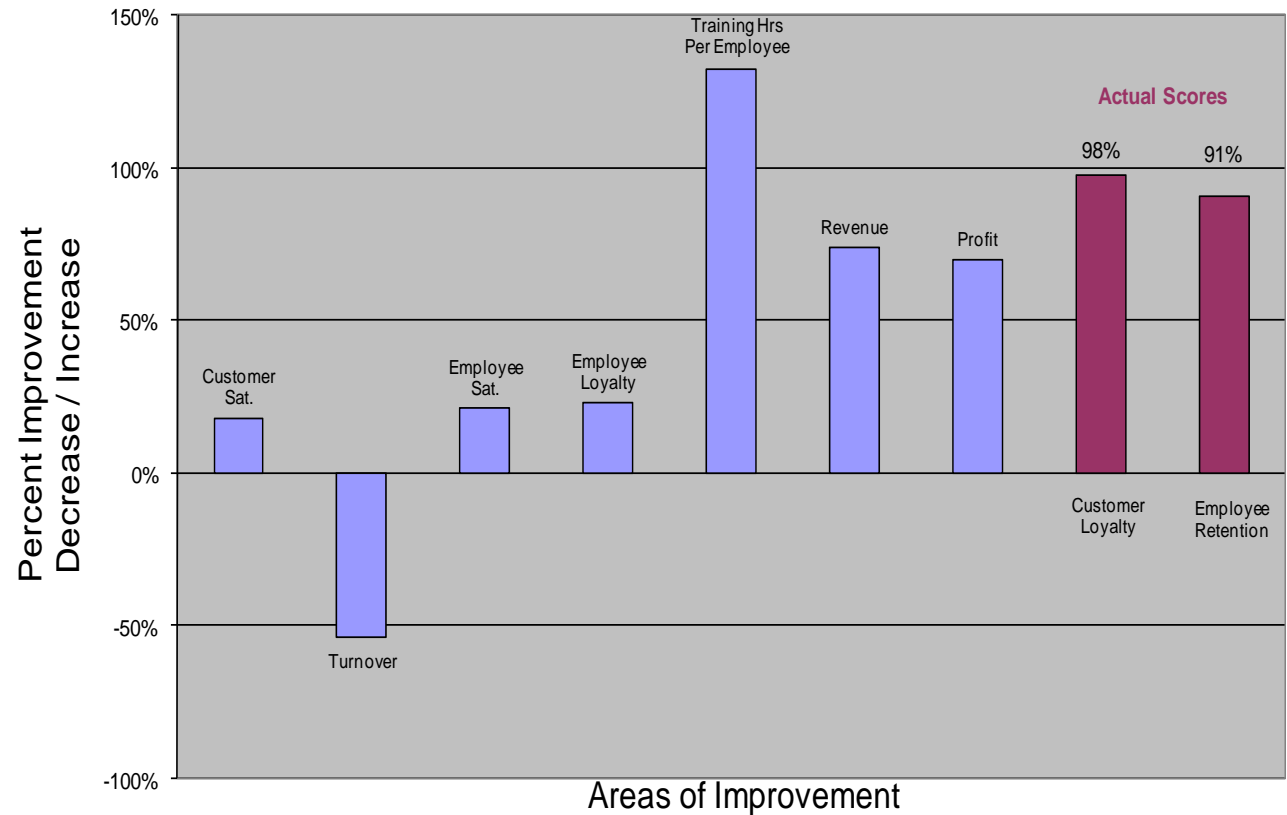
Actual

- Customer Loyalty – 98%
- Employee Retention – 91%

From Service Recipient Data 1994-2006

Service

Average Performance Improvement of Some Representative Measurements as Reported by Baldrige Recipients



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K-12 Schools

Increase

- Grade 3 Reading – 18%
- Grade 3 Mathematic – 8%
- Grade 5 Reading – 6%
- Grade 5 Mathematic – 5%
- Grade 8 Mathematic – 14%
- English Pass Rate – 8.40%
- Graduation Rate – 17%
- Advanced Placement Enrollment Growth – 56%
- Student Satisfaction – 19%
- Per Pupil Expenditure – 23%
- Staff Satisfaction – 10%

Decrease

- Tax Rate – 23%
- Staff Turnover – 47%

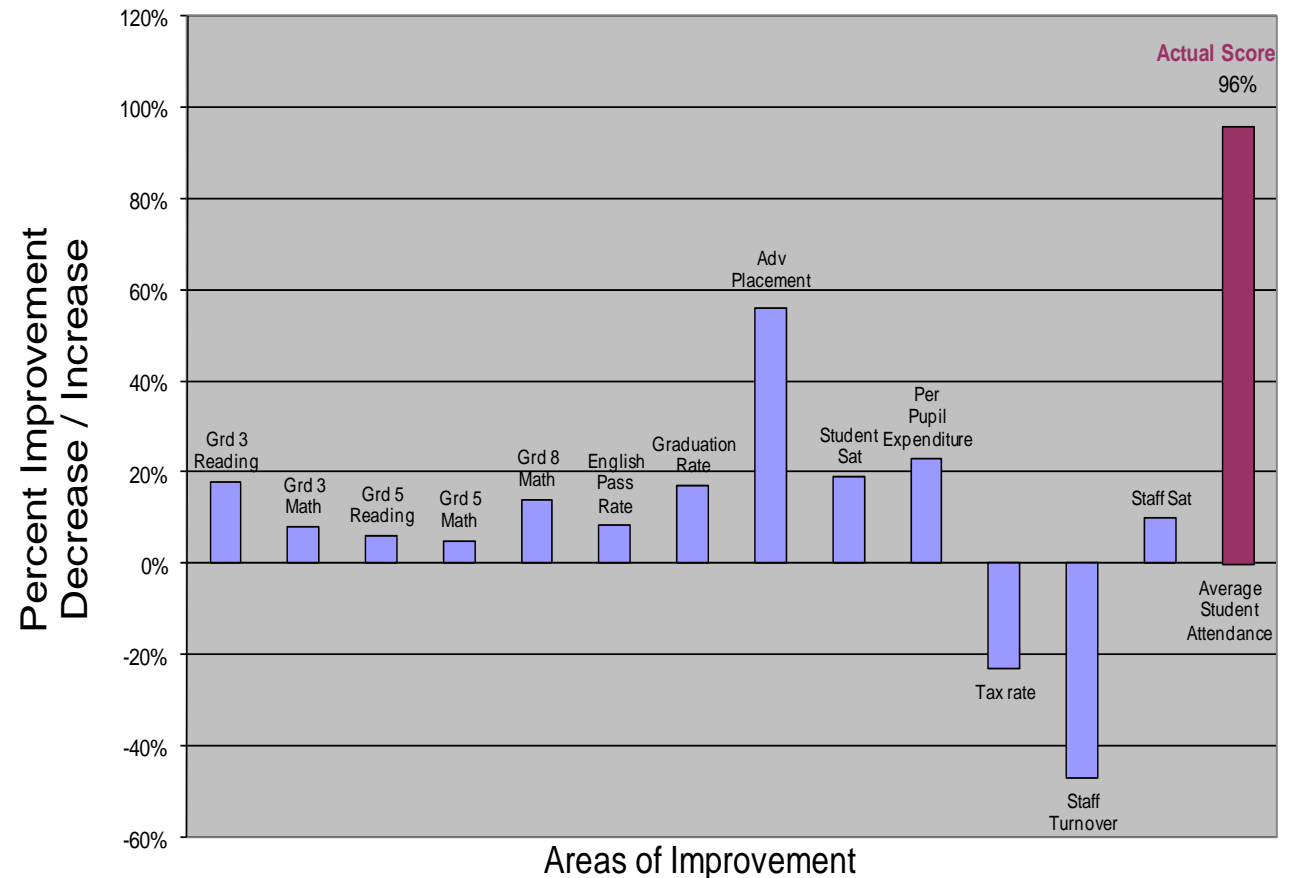
Actual

- Average Student Attendance – 96%

From K-12 Schools Recipient Data 1995-2005

K-12 Schools

Average Performance Improvement of Some Representative Measurements as Reported by Baldrige Recipients



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Government

City of Coral Springs, Florida

Increase

- Complaints Closure Within 7 days – 14%
- Quick Ratio (A measure of short-term liquidity and ability to meet obligations) – 30%
- Employee Satisfaction – 16%
- Training Hours Per Employee – 85%
- Police Response Time – 19%
- Code violations Brought into Voluntary Compliance Prior to Judicial Process – 19%
- Crime Clearance Rate – 24%
- Number of Volunteers Hours – 92%

Decrease

- Crime Rate Incidents per 100,000 – 46%
- Direct Net Long-Term Per Capita – 24%
- Employee Turnover – 38%

Actual

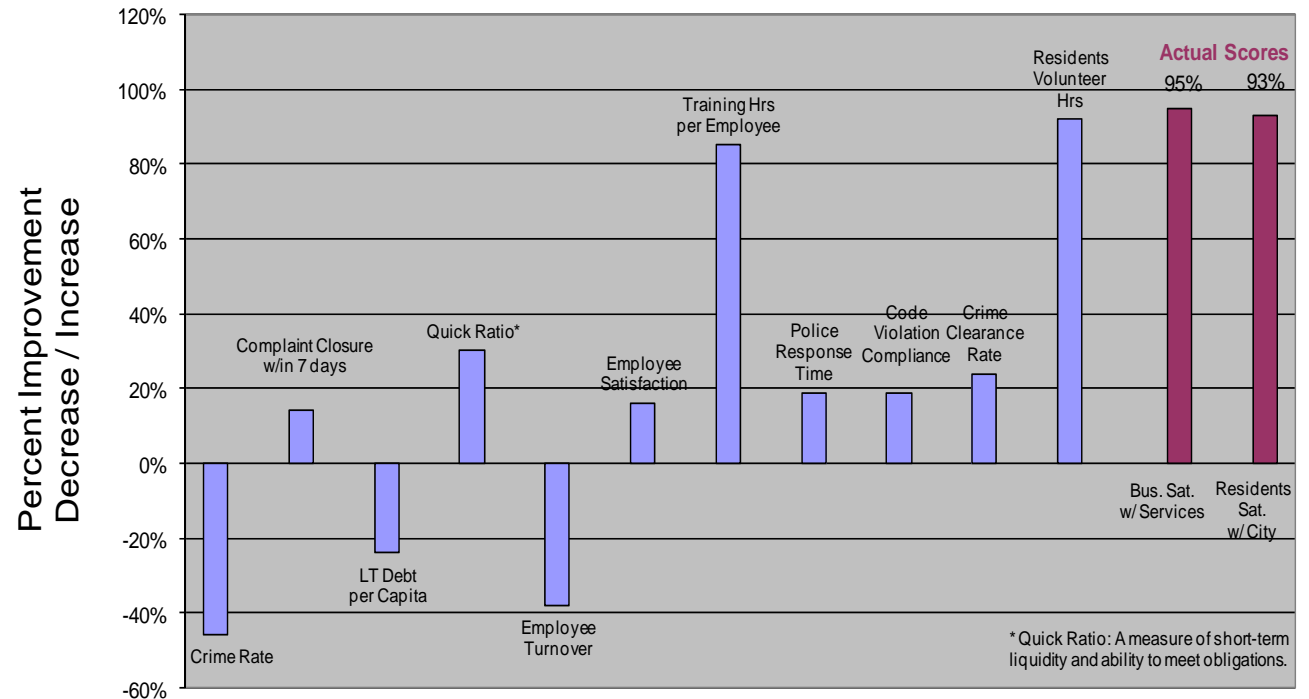
- Businesses' Satisfaction with Overall Quality of Services – 95%
- Residents' Overall Quality Rating – 93%

From Government Recipient City of Coral Springs Data 2001-2007

Government

City of Coral Springs, Florida

Average Performance Improvement of Some Representative Measurements as Reported by Baldrige Recipients



Areas of Improvement

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Military

US Army Research, Development and Engineering Center (ARDEC)

Increase

- Responsiveness to Warfighter Needs – 111%
- Products released to Warfighters – 211%
- Customer Loyalty, Retention & Positive Referral – 133%
- Army Funding of ARDEC Products – 133%
- Leadership Development Training Hours – 275%
- Employee trained in Quality Improvement Methods – 220%
- Volunteer Time Donated – 89%

Decrease

- Accident Rate – 46%

Actual

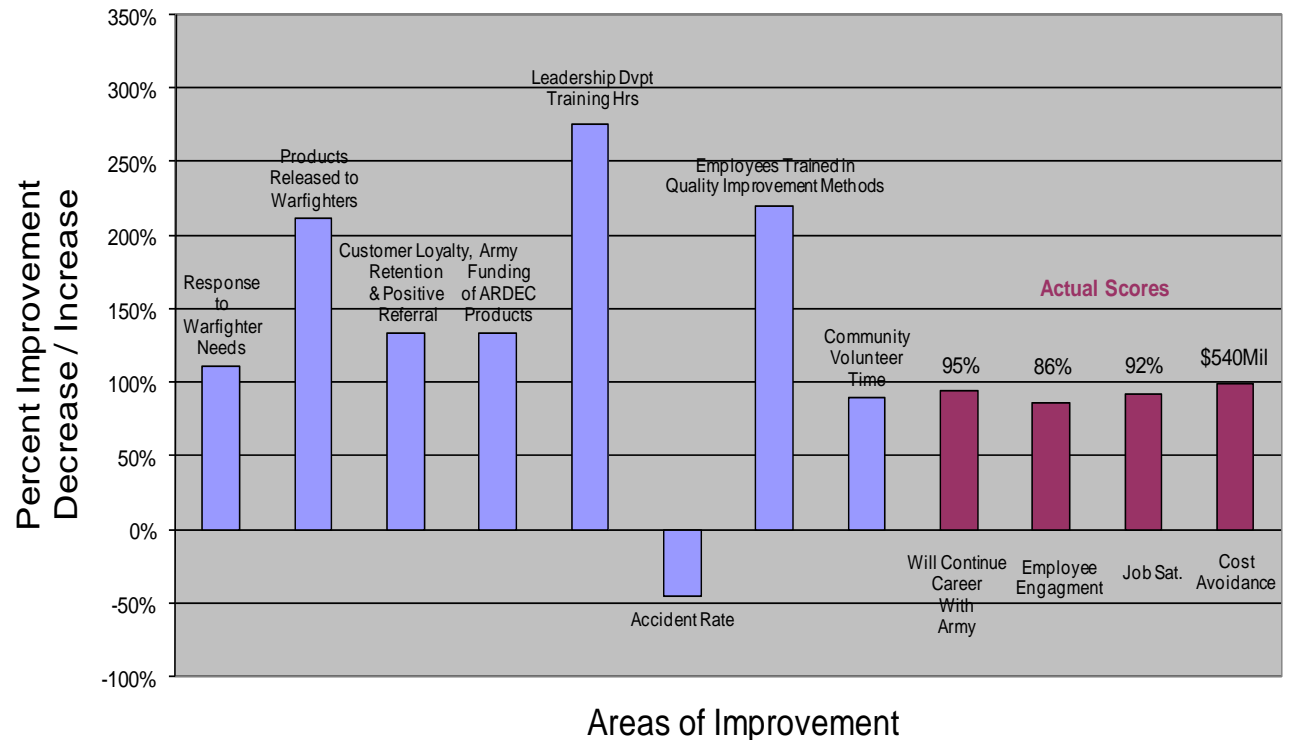
- Will continue career with the Army – 95%
- Employee Engagement – 86%
- Job Satisfaction – 92%
- Cost Avoidance – \$540M

From Military Recipient US Army ARDEC
Data 1995-2007

Military

US Army Research, Development and Engineering Center (ARDEC)

Average Performance Improvement of Some Representative Measurements as Reported by Baldrige Recipients



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Non-Profit

Increase

- People Served – 86%
- Sales Per Donor – 75%
- Contributions – 41%
- Training Hours – 63%
- Total Wages – 62%

Decrease

- Lost Work Days – 93%
- Personnel Injuries – 69%

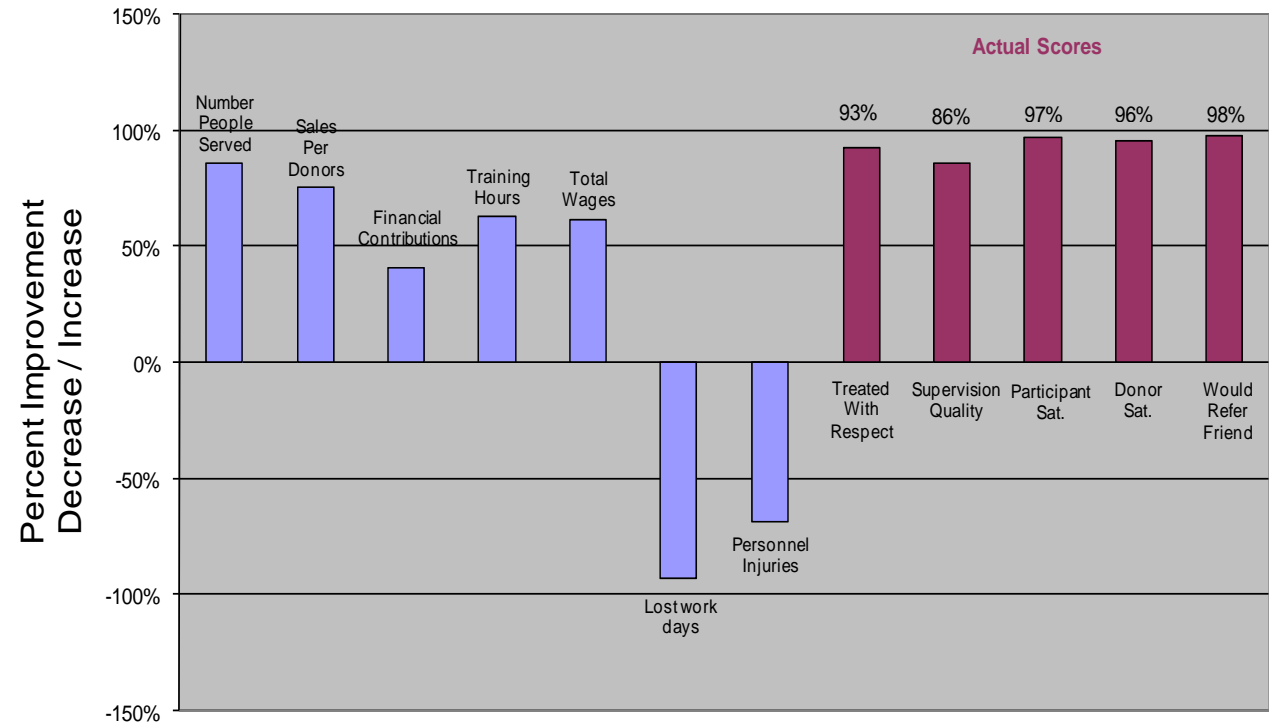
Actual

- Treated with Respect and Courtesy – 93%
- Supervision Quality – 86%
- Participant Satisfaction – 97%
- Donor Satisfaction – 96%
- Would You Refer a Friend – 98%

There has not been a Recipient of this type. Results are from a Baldrige Applicant. Data 2005-2008

Non-Profit

Average Performance Improvement of Some Representative Measurements as Reported by A Work Service Organization



Areas of Improvement

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