

# History of The Partnership for Excellence

*As of 6/15/2022*

**The  
Partnership  
for Excellence**

*Helping organizations  
see improved results*

Ohio \* Indiana \* West Virginia

# 1997 - 1998 Formative Years

**RECEIVED**  
JUL 23 1998  
OFFICE OF  
QUALITY SERVICES

WEEKLY COMMUNICATION, 07/16/98  
Steve Wall, Office of Quality Services

*B. Waldron*

To Steve - Beth - Pat on list

I was unable to confirm Eric Burkland as a speaker for the NGA Conference as he is on vacation and unreachable until Monday. According to his Secretary he will be out of town Sunday, August 2, anyway so I will adjust your talking points accordingly.

**STATE QUALITY AWARD**

I sent you some information on the team developing a state quality award for Ohio based on Malcolm Baldrige criteria, including my recommendation that our office continue to support these efforts and that you endorse it as a great thing for Ohio. In review, the award will recognize organizations with high performance workplaces in the categories of manufacturing, small business, education, health, and state government. The real value is not in winning an award, but in the process of having your organization assessed by knowledgeable auditors. We have been piloting similar but smaller efforts in some state agencies and I think this will be a great benefit to QStP efforts when state agencies choose to apply for the award.

As a side note, 43 other states currently have this type of award, although primarily for the private sector only. The NGA endorsed this activity and did some research on it about three years ago. As I said earlier, previous Ohio efforts have not been complete or worth endorsing but this is truly an Ohio driven, well planned out effort worthy of your support. It will promote quality in Ohio for years to come.

I met with the group this week and they are now ready to announce their plan — and it would be great to hold a press conference as you suggested when you responded to my previous weekly.

Specifically, the group would like your support in the following way:

- \* Hold a news conference announcing the award and include the members of private industry who will endow the award. *OK*
- \* Endorse this award as Ohio's key single state wide organizational performance excellence award. *OK*
- \* Sign a letter that will be sent to Ohio companies to announce the award and encourage participation. *OK*

I also think we should continue to support their efforts with state employees helping, including appointing a cabinet member to serve on their board. Our office is excited about teaming with this group. Hopefully the next governor would consent to presenting the award at the annual awards ceremony.

It would be good to plan the press conference quickly, and I would be glad to provide a more detailed briefing at that time.

*Get it done  
- ASP -*

Governor  
George  
Voinovich's  
Comments



Chartered as the  
Ohio Award for Excellence  
on October 6, 1998

Tom Casperson  
First Executive Director  
*Loaned Executive from NCR*



# First Award Cycles

## First award cycle – 2000

- 30 Applicants
  - 20 Tier 1
  - 6 Tier 2
  - 4 Tier 3
- No Governor's Award



## First Governor's Award Recipients - 2001



Van Dorn Demag Corporation, Strongsville, OH



American Electric Power, Conesville, OH



Name legally changed on 12/28/2004

Ohio Partnership for  
Excellence



In 2011, Indiana & West Virginia joined Ohio  
Name legally changed 7/31/2012

# The Partnership for Excellence

# TPE Leadership through the Years



**Tom Casperson**  
1998 – 2001 Executive Director



**Michael DiMonte**  
2001 Executive Director



**Casey Mackert**  
2003 – 2006 Executive Director



**Boris Slogar**  
2007 – 2008 Executive Director



**Dr. Elaine Edgar**  
2008 – 2011 Executive Director



**Colonel (retired) Al Faber**  
2011 – 2014 President/CEO



**Dr. Margot Hoffman**  
2014 – present President/CEO



# TPE Governance – Chairs, Board of Trustees



**Dr. Hira Fotedar**  
2001 - 2002



**Dr. Kendall Stewart**  
2003 - 2005



**Jon Yormick**  
2005 - 2006



**Dr. Mark Montoney**  
2007 - 2008



**Dr. Rusty Clifford**  
2008 - 2011



**Frank Perez**  
2011 - 2013



**Bryan Vaughn**  
2013 - 2016



**Paul Worstell**  
2016 - 2018



**Dr. George McAfee**  
2019 - 2021



**Dr. Kurt Schoch**  
2022 - present

# TPE Award Cycle (Full Application)



## Traditional “Baldrige-based” 50 page Application

- Independent review by trained examiners
- Consensus review by trained examiners
- ★ *Site Visit (3 days) by examiner team*
- Award selections by Panel of Judges
- Awards ratified by Board of Trustees

### Awards Presented

- Platinum – Governor’s Award
- Gold – Achievement of Excellence
- Silver – Commitment to Excellence
- Bronze – Pledge to Excellence
- Category Lead Performer



Blanchard Valley Health System, Findlay, OH - 2019

# 23 TPE Award Cycles

## The Partnership for Excellence

Helping organizations  
see improved results  
Ohio \* Indiana \* West Virginia

### Since 2000;

- 413 Partnership for Excellence Award Applicants (2000 - 2022)
- Award Applicants Represent:
  - \* 1.7 million jobs at over 1,800 work locations
  - \* \$ 140 billion in revenues/budgets
  - \* Estimated 229 million customers served



Flower Hospital, Sylvania, OH - 2012



Citizens Energy, Indianapolis, IN - 2012

# Governor's Award Recipients



## Since 2000

- 27 Governor's Award Recipients
  - 18 in Ohio
  - 6 in Indiana
  - 2 in West Virginia
  - 1 in Maryland (*adopted*)



Memorial Hospital and Health Care Center  
Jasper, IN - 2016



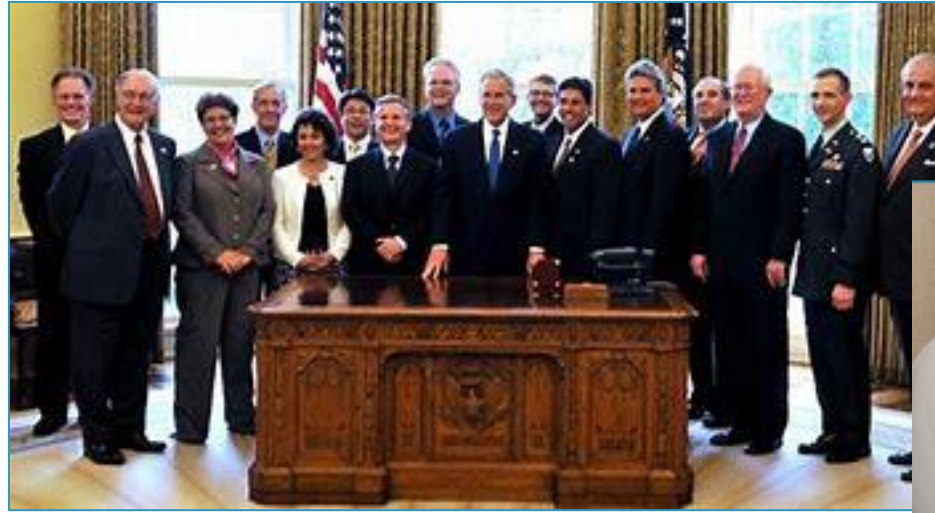
University Hospitals Geauga Medical Center  
Chardon, OH - 2017



ProMedica Memorial Hospital, Fremont, OH - 2018

# National Baldrige Recipients

*(from Ohio, Indiana  
& West Virginia)*



PRO-TEC Coating Company, Leipsic, OH - 2007



Schneck Medical Center, Seymour, IN - 2011

1988 – Global Metallurgical, Inc, Ohio

1996 – Dana Commercial Credit Corporation, Ohio

2000 – Dana Corporation – Spicer Driveshaft Division, Ohio

2007 – PRO-TEC Coating Company, Ohio

2011 – Schneck Medical Center, Indiana

2015 – CAMC Health System, West Virginia

2018 – Memorial Hospital and Health Care Center, Indiana

# Ohio

## 4 MBNQA Recipients

- Global Metallurgical, Inc.
- Dana Commercial Credit Corporation
- Dana Corporation – Spicer Driveshaft Division
- PRO-TEC Coating Company

## 18 Governor's Awards

- American Electric Power
- Van Dorn Demag Corporation
- Eaton Corporation, Van Wert Division
- Southern Ohio Medical Center
- University of Cincinnati – Admin. & Bus. Services
- Dana Corporation, Spicer Outdoor Power Equip. Comp.
- PRO-TEC Coating Company
- ODOT (2 awards - Districts 10 & 12)
- Riverside Methodist Hospital
- Kettering Health Network
- Eaton NA Financial Services Center
- ProMedica Flower Hospital
- Six Disciplines Consulting Services
- University Hospitals Geauga Medical Center
- ProMedica Memorial Hospital
- Blanchard Valley Health System
- ProMedica



Dana SOPEC, Fredericktown, OH



ProMedica, Toledo, OH



Six Disciplines Consulting Services, Findlay, OH

# Indiana



Hendricks Regional Health, Danville, IN



Managed Healthcare Services, Lilly USA  
Indianapolis, IN

## 2 MBNQA Recipients

- Schneck Medical Center
- Memorial Hospital and Health Care Center

## 6 Governor's Awards

- Union Hospital
- Citizens Energy (2 times)
- Memorial Hospital and Health Care Center
- Managed Healthcare Services, Lilly USA
- Hendricks Regional Health



Clabber Girl Corporation – Spirit Award  
Terra Haute, IN

# West Virginia



CAMC Health System, Charleston, WV



WVU Camden Clark, Parkersburg, WV

1 MBNQA Recipient – CAMC Health System

2+ Governor's Award

- Charleston Area Medical Center
- WVU Medicine Camden Clark Medical Center
- Meritus Health (Maryland & serves WV)

Pioneer Award

- Mon Health



Mon Health, Morgantown, WV





## **TPE Examiners are Amazing!**

*2,670 Examiners have volunteered over \$39 million in services*

# 22 Quest for Success Conferences



# Advising & Partnering

## First Awards in 2009

- Spirit Award – 5 Page Organizational Profile
- Pioneer Award – 25 Page Application to Baldrige Excellence Builder

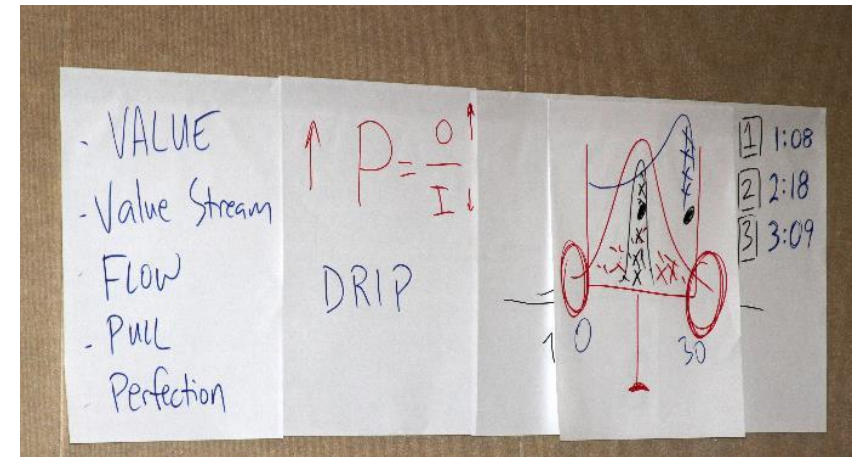


Perry County Board of DD, New Lexington, OH



Braun Ambulance, Van Wert, OH

# LeanOhio Boot Camps 2014 - 2016



# Leader2Leader Collaborative 2018 – Present

A year-long leadership  
development program  
grounded in Baldrige Criteria



# Frank J. Perez Leadership Award Recipients

- 2014 – Paul Worstell
- 2015 – Tammy Dye & Suki Wright
- 2016 – Dr. Rusty Clifford
- 2017 – Steve Wall
- 2018 – Dr. Glenn Crotty
- 2019 – Brenda Grant
- 2020 – Dr. Kevin Webb
- 2021 – Shane Sommers



# President's Award for Extraordinary Service & Volunteerism

- 2014 – Brenda Grant
- 2015 – Mike Belter & Kurt Schoch
- 2016 – Maricris Miller
- 2017 – Michael Drake
- 2018 – Lori Persohn
- 2019 – Adriana Pust
- 2020 – Jeff Meyer
- 2021 – Dr. William Kose



# TPE Advocate Scholarship Recipients

Scholarship to attend Quest  
for Success Conference

- 2018 – Leigh Esper
- 2019 – Dr. Chris Ward
- 2020 – Adam Werne
- 2021 – Tricia Valasek





# 24 Years of Amazing Volunteers

- Board of Trustees
- Examiners
- Team Leaders
- Advising & Partnering
- Trainers
- Mentors
- Speakers/Presenters
- Panel of Judges
- TPE Committees
- Conference Committees



# TPE's Mission, Vision & Values

Mission: **To cultivate organizational performance excellence** and continuous improvement in Ohio, Indiana, & West Virginia

Vision: To be the partner of choice for creating high-performing organizations that produce exceptional results

Values:

- Excellence
- Diversity & Inclusion
- Integrity
- Visionary Leadership
- Professionalism
- Agility



*The only state based program to conduct & submit its own Self-Assessment twice!*



To learn more about The Partnership for Excellence, go to [thepartnershipforexcellence.org](http://thepartnershipforexcellence.org)