

DRAFT

29th Annual Quest for Excellence - 2017- At-A-Glance

Draft schedule dated 031417

Sunday, April 2				
8:00	9:00	Cybersecurity Pre-Conference Workshop Registration	Conference Registration	Registration and Information Desk Hours: Sunday: 8:00-9:00 am for Baldrige Cybersecurity Workshop Sunday: 12:00-1:00 pm (Baldrige Framework Pre-Conference Workshops) Sunday: 3:00-5:45 pm (Ceremony/Conference) Monday: 7:00am-4:15pm (Conference) Monday: 4:30-5:00pm (Examiner Recognition Event) Tuesday: 7:00am-5:00pm (Conference) Wednesday: 7:15-11:45am (Conference)
9:00	4:15	Cybersecurity Pre-Conference Workshop Matthew Barrett, NIST Applied Cybersecurity Division Gregory Witte, NIST Computer Security Division Jacqueline Calhoun, Ellen Garshick, Robert Fangmeyer, Baldrige Performance Excellence Program	Harborside B	
1:00	4:00	Beginner Pre-Conference Workshop Pattie Skriba, Vice President, Business Excellence, Advocate Good Samaritan Hospital	Essex AB	
1:00	4:00	Intermediate Pre-Conference Workshop Amy Pugh, IT Director, Pewaukee School District	Dover AB	
6:00	7:00	Award Ceremony for the 2016 Recipients Don Chalmers Ford, Momentum Group, Kindred Nursing and Rehabilitation Center- Mountain Valley, Memorial Hermann Sugar Land Hospital	Grand Ballroom	
7:00	8:30	Celebratory Reception	Grand Ballroom Foyer	
Monday, April 3				
7:30	8:15	Continental Breakfast and Exhibits	Grand Ballroom Foyer	
8:15	8:30	Conference Welcome and Opening Remarks Kent Rochford, Acting Under Secretary of Commerce for Standards and Technology, Acting Director of NIST Robert Fangmeyer, Director, Baldrige Program	Grand Ballroom	
8:30	10:00	Leadership Presentations Moderator: Eric Hayler, ASQ Board Chair Gary Housley, President/Dealer Principal Don Chalmers Ford Roger Arciniega, President & CEO Momentum Group Maryruth Butler, Executive Director Kindred Nursing and Rehabilitation- Mountain Valley Greg Haralson, Chief Executive Officer Memorial Hermann Sugar Land Hospital	Grand Ballroom	
10:00	10:30	Refreshment Break and Exhibits	Grand Ballroom Foyer	
10:30	11:15	Leadership Q&A Talk Show- Moderator: Robert Fangmeyer Gary Housley, President/Dealer Principal Don Chalmers Ford Roger Arciniega, President & CEO Momentum Group Maryruth Butler, Executive Director Kindred Nursing and Rehabilitation- Mountain Valley Greg Haralson, Chief Executive Officer Memorial Hermann Sugar Land Hospital	Grand Ballroom	
11:15	11:30	Baldrige Foundation Remarks George Benson, Chair, and Al Faber, President and Chief Executive Officer		
11:30	1:15	Buffet Lunch	Grand Ballroom	
		Cybersecurity Panel 12:30-1:15 Moderator: Allison Carter, Director, Pricewaterhouse Coopers Public Sector Russ Branzell, President, CHIME JoAnn Sternke, Superintendent, Pewaukee School District Amy Pugh, IT Director, Pewaukee School District Robert Fangmeyer, Director, Baldrige Program Matthew Barrett, NIST Applied Cybersecurity Division		
1:30	4:30	Concurrent Sessions		
		Harborside Ballroom A Don Chalmers Ford	Harborside Ballroom B Momentum Group	Harborside Ballroom D Kindred- Mountain Valley
				Harborside Ballroom C Memorial Hermann Sugar Land
				Harborside Ballroom E Former Recipients and Special Guests

1:30	2:15	Strategic Planning Gary Housley, President/Dealer Principal Andy Strebe Director of Fixed Operations	Customers Shantel McGowan Vice President of Design	Measurement, Analysis & Knowledge Management Maryruth Butler, Executive Director Emilee Kulin, Activity Director	Workforce Qiara Suggs, Senior Human Resources Business Partner Kendra LaCour-Ramey, Director Of Medical Staff Services	Using the Baldrige Framework to Engage Customers Southcentral Foundation Katherine Gottlieb, President & CEO	
2:30	3:15	Customers Andy Strebe Director of Fixed Operations John Storz, Director of New Vehicle Sales	Measurement, Analysis & Knowledge Management Eddie Elizondo Vice President of Operations	Workforce Jodi Hagaman, Director of Nursing Service Jennifer Jones, Social Services Manager	Operations Daisy Yeung Director of Finance Efrain Solis Senior Project Manager	Identifying Gaps Using the Baldrige Framework PricewaterhouseCoopers Public Sector Allison Carter, Director	
3:15	3:45	Refreshment Break and Exhibits					Grand and Harborside Foyers
3:45	4:30	Measurement, Analysis & Knowledge Management Brad Poole, Director of Used Car Sales Lee Butler, Director of Performance Excellence	Workforce Hollie Potawsky Director Human Resources	Operations Maryruth Butler, Executive Director Kathy Coyle, Staff Development Coordinator	Strategic Planning Malisha Patel Vice President-Operations Courtney Diepraam, Director of Business Development	Communities of Excellence 2026: San Diego's Journey Anabel Poole, Chief Agency Ops, County of San Diego, Health & Human Svcs Agency Stephanie Norling, Managing Director COE 2026	
5:00	6:00	2016 Baldrige Examiner Recognition Event			Grand Ballroom VI		
Tuesday, April 4							
7:00	8:00	Continental Breakfast, Exhibits					Grand and Harborside Foyers
8:00	3:30	Concurrent Sessions					Harborside Ballroom
		Harborside Ballroom A	Harborside Ballroom B	Harborside Ballroom D	Harborside Ballroom C	Harborside Ballroom E	
8:00	8:45	Don Chalmers Ford Workforce Kirk Meyer Chief Financial Officer Brad Poole, Director of Used Car Sales	Momentum Group Operations Patricia Dominquez Director of Strategic Process Improvement	Kindred- Mountain Valley Strategic Planning Maryruth Butler, Executive Director Tara Lodi, Rehabilitation Manager	Memorial Hermann Sugar Land Customers Leslie Norman Vice President, Chief Nursing Officer Janet Bell, Director Customer Experience Management	Determining Workforce Engagement and Satisfaction MidwayUSA Adam Ray, Vice President, Customer Support	
9:00	9:45	Operations Lee Butler, Director of Performance Excellence John Storz, Director of New Vehicle Sales	Strategic Planning Roger Arciniega President/CEO	Customers Emilee Kulin, Activity Director Tara Lodi, Rehabilitation Manager	Measurement, Analysis & Knowledge Management William Riley Vice President, Chief Medical Officer Ann Asnaashari, Director, Hospital Quality & Patient Safety	Run, Don't Walk, to High Reliability Advocate Good Samaritan Hospital Pattie Skriba, Vice President, Business Excellence	
9:45	10:15	Refreshment Break, Exhibits					Grand and Harborside Foyers
10:15	11:00	Strategic Planning Gary Housley, President/Dealer Principal Andy Strebe Director of Fixed Operations	Operations Patricia Dominquez Director of Strategic Process Improvement	Customers Emilee Kulin, Activity Director Tara Lodi, Rehabilitation Manager	Operations Daisy Yeung Director of Finance Efrain Solis Senior Project Manager	From Strategy to Implementation: How People Make the Difference Mid-America Transplant Diane Brockmeier President & Chief Executive Officer	
11:15	12:00	Customers Andy Strebe Director of Fixed Operations John Storz, Director of New Vehicle Sales	Measurement, Analysis & Knowledge Management Eddie Elizondo Vice President of Operations	Workforce Jodi Hagaman, Director of Nursing Service Jennifer Jones, Social Services Manager	Strategic Planning Malisha Patel Vice President, Operations Kate Willis, Director of Service Line Operation	How to Manage Your Processes so They Don't Manage You Pewaukee Public Schools JoAnn Sternke Superintendent	
12:00	1:45	Baldrige Foundation Awards Luncheon Recognition by the Baldrige Foundation					
Award Presentations: George Benson, Chair, and Al Faber, President and CEO, Baldrige Foundation Remarks by 2017 Harry S. Hertz Leadership Awardee Mary Searcy Bixby, Founder, President, and Chief Executive Officer, The Charter School of San Diego							

Remarks by E. David Spong Lifetime Achievement Awardee, David Spong, Former CEO of Boeing Aerospace Support and Boeing Airlift and Tanker Programs

		Harborside Ballroom A	Harborside Ballroom B	Harborside Ballroom D	Harborside Ballroom C	Harborside Ballroom E
2:00	2:45	Voice of the Customer MidwayUSA Adam Ray, Vice President, Customer Support	Topic tbd MEP (NIST) Speaker tbd	How the Baldrige Process Fueled Our Gears of Greatness Park Place Lexus Jamie Capehart Performance Improvement Specialist	The Ritz-Carlton Culture The Ritz-Carlton, LLC Valori Borland Corporate Director, Culture Transformation	Sustaining Continuous Improvement Jenks Public Schools Lisa Muller Assistant Superintendent for Teaching and Learning
2:45	3:15	Refreshment Break, Exhibits			Harborside Foyer	
3:15	4:00	Achieving Remarkable Results the Baldrige Way Hill Country Memorial James Partin Chief Medical Officer	Transforming Public Education through the Baldrige Framework The Charter School of San Diego Tim Tuter Executive Director	From Crisis to Confidence University of Wisconsin-Stout Maria Alm, Dean, College of Arts, Communication, Humanities, and Social Sciences David Ding, Associate Professor, College of Science, Technology, Engineering, Mathematics, and Management	Customer Engagement and Innovation PricewaterhouseCoopers Public Sector Scott McIntrye, U.S. Public Sector Leader	Baldrige Category Best Practices Leadership City of Ft. Collins - Darin Atteberry, City Manager Duke University Hospital -Kevin Sowers, President Kaiser Permanente San Diego - Paul Bernstein, Area Medical Director, Emeritus Maury Regional Medical Center - Alan Watson, Chief Executive Officer
4:15	5:00	Harborside Ballroom A The Baldrige Effect- How the Framework Makes Us Stand Out K&N Management Allyson Young HR and Brand Director	Harborside Ballroom B Getting Started on YOUR Baldrige Journey Iredell-Statesville Schools Melanie Taylor Deputy Superintendent, Curriculum & Instruction	Harborside Ballroom D Baldrige Journey- 2 Years Later Elevations Credit Union Pete Reicks Senior Vice President, Enterprise Performance Excellence	Harborside Ballroom C Using Goal Cascades to Build Purpose and Passion for Performance Improvement Charleston Area Medical Ctr HS Glenn Crotty, Executive Vice President & Chief Operating Officer Brenda Grant Chief Strategy Officer	Harborside Ballroom E Baldrige Category Best Practices Duke Univeristy Hospital - Strategy Carolyn Carpenter, Chief Operating Officer Park Place Lexus of Texas - Customers Jamie Capehart, Performance Improvement Specialist Southern Management Corporation -Workforce GeNienne Samuels, Strategic Planning Manager
6:00	8:30	Baldrige Foundation Dinner (by reservation with the Foundation)				

Wednesday, April 5

7:00	8:15	Continental Breakfast and Exhibits			Grand Foyer	
8:15	8:30	Opening Remarks Robert Fangmeyer, Director, Baldrige Program			Grand Ballroom	
8:30	9:15	Keynote Speaker-Polly LaBarre on Creating an Innovation Advantage			Grand Ballroom	
9:15	9:45	Refreshment Break				Grand Foyer
9:45	11:00	Panel Discussion on The Innovation Advantage Facilitator: Polly LaBarre Andy Strebe, Director, Fixed Operations Roger Arciniega, President/CEO Maryruth Butler, Executive Director Malisha Patel, Vice President, Operations			Grand Ballroom	
11:00	11:30	Conference Wrap-Up Robert Fangmeyer, Director, Baldrige Program Conference Adjourn			Grand Ballroom	