

## Sunday, April 6

1:00 PM - 4:00 PM	<b>Optional Beginner Pre-Conference Workshop: Getting Acquainted with Baldrige</b> <b>Essex AB</b> Facilitator: <a href="#">Patricia Skriba</a> , Vice President, Business Excellence, Advocate Good Samaritan Hospital (Health Care, 2010)
1:00 PM - 4:00 PM	<b>Optional Intermediate Pre-Conference Workshop: Moving from Interest to Action</b> <b>Dover AB</b> Facilitator: <a href="#">Lisa Muller</a> , Assistant Superintendent, Teaching and Learning, Jenks Public Schools (Education, 2005)
6:00 PM - 7:00 PM	<b>Award Ceremony for the 2013 Recipients</b> <b>Grand Ballroom</b> Pewaukee School District and Sutter Davis Hospital Conferred by Secretary of Commerce <a href="#">Penny Pritzker</a> , Baldrige Foundation Chair <a href="#">George Benson</a> and Commerce Under Secretary for Standards and Technology and Director, National Institute of Standards and Technology <a href="#">Patrick Gallagher</a>
7:00 PM - 8:30 PM	<b>Celebratory Reception</b> <b>Grand Ballroom Foyer</b>

## Monday, April 7

7:00 AM - 8:30 AM	<b>Continental Breakfast</b> <b>Grand Ballroom Foyer</b>
8:30 AM - 8:45 AM	<b>Opening Plenary, Welcome</b> <b>Grand Ballroom</b> <a href="#">Robert Fangmeyer</a> , Director, Baldrige Performance Excellence Program
8:45 AM - 9:40 AM	<b>Leadership Plenary Featuring 2013 Award Recipients</b> <b>Grand Ballroom</b> Moderator: <a href="#">Stephen Hacker</a> , ASQ Chair <a href="#">JoAnn Sternke</a> , Superintendent, Pewaukee School District <a href="#">Janet Wagner</a> , Chief Executive Officer, Sutter Davis Hospital
9:40 AM - 10:10 AM	<b>Refreshment Break</b> <b>Grand Ballroom Foyer</b>
10:10 AM - 11:00 AM	<b>Senior Leader Panel Discussion</b> <b>Grand Ballroom</b> Moderator: <a href="#">Jacqueline DesChamps</a> , Senior Staff, Baldrige Performance Excellence Program <a href="#">JoAnn Sternke</a> , Superintendent, Pewaukee School District <a href="#">Jim Huismann</a> , Board President, Pewaukee School District <a href="#">Larry Dux</a> , Board of Education Clerk, Pewaukee School District <a href="#">Janet Wagner</a> , Chief Executive Officer, Sutter Davis Hospital <a href="#">Allison Viramontes</a> , Chief Financial Officer, Sutter Davis Hospital <a href="#">Kurt Shuler</a> , Chief of Staff, Sutter Davis Hospital
11:00 AM - 11:45 AM	<b>Keynote Presentation: Big Leadership: How to Ensure the Impact You Want</b> <b>Grand Ballroom</b> <a href="#">Rosabeth Moss Kanter</a> , Ernest L. Arbuckle Professor, Harvard Business School, and Chair & Director, Harvard University Advanced Leadership Initiative
11:45 AM - 1:30 PM	<b>Buffet Lunch</b> <b>Grand Ballroom and Foyer</b>   <b>Book signing by Dr. Kanter at 1:00 pm ASQ booth</b>

# Monday, April 7

1:30 PM - 4:30 PM	Concurrent Sessions: Track an Award recipient, track a Baldrige category, or attend Special Topic sessions.			
	Harborside Ballroom AB	Harborside Ballroom C	Harborside Ballroom D	Harborside Ballroom E
1:30 PM - 2:15 PM	<b>Pewaukee School District</b>	<b>Sutter Davis Hospital</b>	<b>Former Recipients</b>	<b>Former Recipients</b>
	<b>Strategic Planning</b> <a href="#">Marty Van Hulle</a> Principal  <a href="#">Brian Kammers</a> Board Vice President	<b>Customer Focus</b> <a href="#">Carolyn Campos</a> Birthing Center, Nurse Manager	<b>Benchmarking for Best Practices K&amp;N Management</b> <a href="#">Allyson L. Young</a> HR and Brand Director	<b>How Baldrige and Magnet Are Successful Together</b> <a href="#">Poudre Valley Health System</a> <a href="#">Donna D. Poduska</a> Chief Nursing Officer
2:30 PM - 3:15 PM	<b>Customer Focus</b> <a href="#">Wendy Wong</a> Public Information Coordinator  <a href="#">Randy Daul</a> Principal	<b>Measurement, Analysis &amp; Knowledge Management</b> <a href="#">Cappy Hunt</a> Cardiopulmonary Operations Manager	<b>Operational Excellence Begins with the Customer Voice</b> <a href="#">Nestlé Purina PetCare</a> <a href="#">Ken Dean</a> Director, Quality Systems	<b>Leveraging Discipline &amp; Productive Paranoia to Create a Comprehensive Institutional Measurement System</b> <a href="#">Richland College</a> <a href="#">Fonda Vera</a> Executive Dean  <a href="#">Bao Huynh</a> Director, Institutional Effectiveness
3:15 PM - 3:45 PM	<b>Refreshment Break Harborside Foyer and Grand Rotunda</b>			
3:45 PM - 4:30 PM	<b>Measurement, Analysis &amp; Knowledge Management</b> <a href="#">Amy Pugh</a> Director of IT  <a href="#">Randy Daul</a> Principal	<b>Workforce Focus</b> <a href="#">Amanda Perez</a> Med/Surg, ICU Nurse Manager	<b>Lessons Learned in 10+ Years Since Winning the Baldrige Award</b> <a href="#">University of Wisconsin-Stout</a> <a href="#">Kay Schnur</a> Director of Enterprise Information Systems  <a href="#">Pam Hosinger-Fuchs</a> Executive Director of Enrollment Services	<b>Clinical Integration- Partnering with a Competitor for the Good of Our Communities</b> <a href="#">Schneck Medical Center</a> <a href="#">Suki Wright</a> Director of Organizational Excellence & Innovation  <a href="#">Tammy Dye</a> VP Clinical Services, Chief Quality Officer
5:00 PM - 6:30 PM	<b>2013 Baldrige Examiner Recognition Event Grand Ballroom VI</b>			

# Tuesday, April 8

7:00 AM - 8:00 AM	<b>Continental Breakfast</b> Grand and Harborside Foyers			
8:00 AM - 12:00 PM	<b>Concurrent Sessions: Track an Award recipient, track a Baldrige category, or attend Special Topic sessions.</b>			
8:00 AM - 8:45 AM	<b>Harborside Ballroom AB</b>	<b>Harborside Ballroom C</b>	<b>Harborside Ballroom D</b>	<b>Harborside Ballroom E</b>
	<b>Pewaukee School District</b>	<b>Sutter Davis Hospital</b>	<b>Former Recipients</b>	<b>Former Recipients</b>
	<b>Workforce Focus</b> Susan Muentner HR Director Marty Van Hulle Principal	<b>Operations Focus</b> Allan Yamashiro Director of Ancillary Services	<b>Using Data and Information to Drive Innovation</b> <b>Premier Healthcare Alliance</b> Jan Englert Principal, Member Engagement Premier Performance Partners	<b>How to Get Started on Your Organizational Profile</b> <b>Jenks Public Schools</b> Lisa S. Muller Assistant Superintendent Teaching and Learning
9:00 AM - 9:45 AM	<b>Operations Focus</b> Mike Cady Chief Academic Officer John Gahan Asst. Superintendent of Business Services	<b>Strategic Planning</b> Allison Viramontes Chief Financial Officer	<b>How to Change the Culture of an Organization</b> <b>Studer Group</b> Craig Deao Senior Leader	<b>Physician Leadership Training</b> <b>North Mississippi Health Services</b> Brian Condit Director, Physician Leadership Institute
9:45 AM - 10:15 AM	<b>Refreshment Break</b> Harborside Ballroom Foyer			
10:15 AM - 11:00 AM	<b>Strategic Planning</b> JoAnn Sterneke Superintendent Brian Kammers Board of Education Vice President	<b>Customer Focus</b> Carolyn Campos Birthing Center, Nurse Manager	<b>Maintaining Excellence Through a Global Expansion</b> <b>The Ritz Carlton Hotel Company</b> Janet Souter Senior Director, Quality	<b>Using the Baldrige Criteria to Drive Improvement</b> <b>Iredell-Statesville Schools</b> Melanie Taylor Associate Superintendent of Curriculum and Instruction
11:15 AM - 12:00 PM	<b>Customer Focus</b> Wendy Wong Public Information Coordinator Larry Dux Board Clerk	<b>Measurement, Analysis &amp; Knowledge Management</b> Cappy Hunt Cardiopulmonary Operations Manager	<b>Improving the Supply Chain Using Baldrige</b> <b>Lockheed Martin MFC</b> Steve Sessions Director, LMMFC Supplier Quality	<b>Customers Owning Their Healthcare</b> <b>Southcentral Foundation</b> Crystal Lewis Improvement Specialist Sharon Fenn Improvement Advisor in Organizational Development
12:00 PM - 1:30 PM	<b>Lunch</b> Grand Ballroom			



## Wednesday, April 9

7:00 AM - 8:00 AM	<b>Continental Breakfast</b> <b>Grand Ballroom Foyer</b>
8:00 AM - 8:55 AM	<b>Opening Remarks</b> <b>Grand Ballroom</b> <a href="#">Robert Fangmeyer</a> , Director, Baldrige Performance Excellence Program <b>Keynote Presentation: On Becoming Exceptional</b> <a href="#">Sister Mary Jean Ryan</a> , Board Chair and former President/CEO of SSM Health Care, First Health Care recipient (2002) <b>Presentation of Harry Hertz Award</b> <a href="#">George Benson</a> , Chair, Baldrige Foundation and <a href="#">Harry Hertz</a> , inaugural recipient
8:55 AM - 9:45 AM	<b>Elements of Excellence Featuring 2013 Award Recipients</b> <b>Grand Ballroom</b> Moderator: <a href="#">Paul Borawski</a> , CEO, ASQ <a href="#">Janet Wagner</a> , Chief Executive Officer, Sutter Davis Hospital, The Sutter Davis Difference: A Culture of Caring <a href="#">JoAnn Sternke</a> , Superintendent, Pewaukee School District, Building a Mission-Driven Culture that Opens Doors for Students
9:45 AM - 10:15 AM	<b>Refreshment Break</b> <b>Grand Ballroom Foyer</b>
10:15 AM - 11:15 AM	<b>Senior Leader Panel Discussion</b> <b>Grand Ballroom</b> Moderator: <a href="#">Jamie Ambrosi</a> , Senior Staff, Baldrige Performance Excellence Program <a href="#">Janet Wagner</a> , Chief Executive Officer, Sutter Davis Hospital <a href="#">Deven Merchant</a> , Chief Medical Executive, Sutter Davis Hospital <a href="#">Carolyn Campos</a> , Manager, Birthing Center, Sutter Davis Hospital <a href="#">JoAnn Sternke</a> , Superintendent, Pewaukee School District <a href="#">Susan Muentner</a> , Human Resources Director, Pewaukee School District <a href="#">Larry Dux</a> , Board of Education Clerk, Pewaukee School District
11:15 AM - 11:45 AM	<b>Conference Themes and New Directions</b> <b>Grand Ballroom</b> <a href="#">Robert Fangmeyer</a> , Director, Baldrige Performance Excellence Program <a href="#">Harry Hertz</a> , Director Emeritus, Baldrige Performance Excellence Program

## Featured Baldrige Award Recipients

### **Advocate Good Samaritan Hospital** (Health Care, 2010)

An acute-care medical facility in Downers Grove, Illinois, that has evolved during the past 30 years from a midsized community hospital to a nationally recognized leader in health care.

### **Iredell-Statesville Schools** (Education, 2008)

A K–12 public school system located in southwestern North Carolina within a diverse community and economy.

### **Jenks Public Schools** (Education, 2005)

The 11th-largest school district in Oklahoma, Jenks Public Schools serves 9,400 students, pre-kindergarten through 12th grade.

### **K&N Management** (Small Business, 2010)

The licensed Austin, Texas-area developer for Rudy's "Country Store" & Bar-B-Q and the creator of Mighty FineBurgers, Fries and Shakes, two fast-casual restaurant concepts.

### **Lockheed Martin Missiles and Fire Control (MFC)** (Manufacturing, 2012)

Designs, develops, manufactures, and supports advanced combat, missile, rocket, and sensor systems for the U.S. and foreign military.

### **MESA** (Small Business, 2006, 2012)

A small privately held business that designs, manufactures, and installs cathodic protection systems that control the corrosion of metal surfaces in underground and submerged structures, such as pipelines and tanks.

### **Montgomery County Public Schools** (Education, 2010)

The largest school district in the state of Maryland and the 16th-largest school district in the nation, with more than 144,000 students coming from 164 countries and speaking 184 languages.

### **Nestle Purina Pet Care** (Manufacturing, 2010)

A consumer packaged goods company that manufactures, markets, and distributes pet food and snacks for dogs and cats and cat litter throughout the United States and Canada.

### **North Mississippi Health Services** (Health Care, 2012)

A nonprofit, community-owned, and integrated health care delivery system serving 24 rural counties in northeast Mississippi and northwest Alabama.

### **Pewaukee School District** (Education, 2013)

The smallest K-12 educational system in Waukesha County, Wis. (outside Milwaukee) with an enrollment of 2,760 students; it includes four schools (two elementary schools, one middle school and one high school) housed on an 85-acre campus.

### **Poudre Valley Health System** (Health Care, 2008)

A locally owned and private, not-for-profit health care organization serving residents of northern Colorado, Nebraska, and Wyoming.

### **Premier Healthcare Alliance** (Service, 2006)

Serves 1,700 hospitals and more than 43,000 other healthcare sites, Premier Inc. is the largest health care alliance in the United States dedicated to improving patient outcomes while safely reducing the cost of care.

### **Richland College** (Education, 2005)

One of seven two-year community colleges in the Dallas County Community College District and is the first community college to receive the Malcolm Baldrige National Quality Award.

### **Schneck Medical Center** (Health Care, 2011)

A 93-bed nonprofit hospital providing primary and specialized services to the residents of Jackson County, Ind., and surrounding communities.

### **Southcentral Foundation** (Health Care, 2011)

A nonprofit health care organization to improve the health and social conditions of Alaska Native and American Indian people, enhance culture, and empower individuals and families to take charge of their lives.

### **Studer Group** (Small Business, 2010)

A private, for-profit health care consulting firm providing coaching, teaching, and evidenced-based tools and tactics to health care organizations and rural hospitals throughout the United States.

### **Sutter Davis Hospital** (Healthcare, 2013)

A nonprofit, 48-bed acute care hospital that offers care in four primary areas: medical-surgical and intensive care, birthing, emergency care and surgical services.

### **The Ritz-Carlton Hotel Company, LLC** (Service, 1999 and 1992)

The Company manages 36 luxury hotels in North America, Europe, Asia, Australia, the Middle East, Africa, and the Caribbean, all of which have received four-or-five star ratings from the Mobile Travel Guide.

### **University of Wisconsin- Stout** (Education, 2001)

One of 13 publicly supported universities in the University of Wisconsin System; Stout has about 1,200 faculty and staff and about 8,000 students.