

## Sunday, April 12 Registration and Information Desk Hours: Sunday: 12:00–1:00 pm (Pre-Conference Workshops), 3:00–5:45 pm (Ceremony/Conference)

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="#">JoAnn Sternke</a> , Superintendent; <a href="#">Mike Cady</a> , Chief Academic Officer; <a href="#">Amy Pugh</a> , Director of IT; <a href="#">Danielle Bosanec</a> , Associate Principal, Pewaukee School District (Education, 2013)
6:00 PM - 7:00 PM	<b>Award Ceremony for the 2014 Recipients</b> <b>Grand Ballroom</b> PricewaterhouseCoopers Public Sector Practice, Hill Country Memorial, St. David's HealthCare, Elevations Credit Union Presided over by Deputy Secretary of Commerce <a href="#">Bruce Andrews</a> ; Acting Undersecretary of Commerce for Standards and Technology, Acting Director National Institute of Standards and Technology, <a href="#">Willie E. May</a> ; Baldrige Foundation Chair, <a href="#">George Benson</a>
7:00 PM - 8:30 PM	<b>Celebratory Reception</b> <b>Grand Ballroom Foyer</b>

## Monday, April 13 Registration and Information Desk Hours: Monday: 7:30 am–4:15 pm (Conference)

7:30 AM - 8:30 AM	<b>Continental Breakfast and Exhibits</b> <b>Grand Ballroom Foyer</b>
8:30 AM - 8:45 AM	<b>Opening Plenary, Welcome</b> <b>Grand Ballroom</b> <a href="#">Willie E. May</a> , Acting Under Secretary of Commerce for Standards and Technology, Acting Director of National Institute of Standards and Technology <a href="#">Robert Fangmeyer</a> , Director, Baldrige Performance Excellence Program
8:45 AM - 10:15 AM	<b>Leadership Plenary Featuring 2014 Award Recipients</b> <b>Grand Ballroom</b> Moderator: <a href="#">Stephen Hacker</a> , Past Board Chair, ASQ <a href="#">Scott McIntyre</a> , PWC US Public Sector Leader, PricewaterhouseCoopers Public Sector Practice <a href="#">Jayne Pope</a> , Chief Executive Officer, Hill Country Memorial <a href="#">David Huffstutler</a> , President and Chief Executive Officer, St. David's HealthCare <a href="#">Gerry Agnes</a> , President and Chief Executive Officer, Elevations Credit Union
10:15 AM - 10:45 AM	<b>Refreshment Break and Exhibits</b> <b>Grand Ballroom Foyer</b>
10:45 AM - 11:45 AM	<b>Leadership Q&amp;A Talk Show</b> <b>Grand Ballroom</b> Moderator: <a href="#">Robert Fangmeyer</a> , Director, Baldrige Performance Excellence Program <a href="#">Scott McIntyre</a> , PWC US Public Sector Leader, PricewaterhouseCoopers Public Sector Practice <a href="#">Jayne Pope</a> , Chief Executive Officer, Hill Country Memorial <a href="#">David Huffstutler</a> , President and Chief Executive Officer, St. David's HealthCare <a href="#">Gerry Agnes</a> , President and Chief Executive Officer, Elevations Credit Union
11:45 AM - 12:00 PM	<b>Baldrige Foundation Remarks</b> <b>Grand Ballroom</b> <a href="#">George Benson</a> , Chair, Baldrige Foundation
12:00 PM - 1:15 PM	<b>Lunch</b> <b>Grand Ballroom</b>

# Monday, April 13

Registration and Information Desk Hours: Monday: 7:30 am–4:15 pm (Conference)

1:15 PM - 4:15 PM Concurrent Sessions: Track an Award recipient, track a Baldrige category, or attend Special Topic sessions with former recipients.					
	Harborside Ballroom C	Harborside Ballroom B	Harborside Ballroom D	Harborside Ballroom A	Harborside Ballroom E
	<b>PricewaterhouseCoopers Public Sector Practice</b>	<b>Hill Country Memorial</b>	<b>St. David's HealthCare</b>	<b>Elevations Credit Union</b>	<b>Former Recipients</b>
1:15 PM - 2:00 PM	Strategic Planning <a href="#">Peter Raymond</a> Principal/Strategy Champion <a href="#">Allison Carter</a> Director/Baldrige Leader	Customer Focus <a href="#">Mark Peterson</a> Director, Patient Experience <a href="#">Dawn Bourgeois</a> Director, Wellness Center	Measurement, Analysis & Knowledge Management * <a href="#">John Mason</a> Chief Information Officer <a href="#">David Thomsen</a> Vice President, Quality	Workforce Focus * <a href="#">Annette Matthies</a> Chief Human Resource Officer <a href="#">Jay Champion</a> Chief Operating Officer	Addressing Workforce Challenges to Launch Our New Facility <a href="#">PRO-TEC Coating Company</a> <a href="#">Eric Franks</a> Manager, Technology and QA
2:15 PM - 3:00 PM	Customer Focus * <a href="#">Karen Wilson</a> Principal/Strategy Champion <a href="#">Rick Rodman</a> Principal/Quality Champion	Measurement, Analysis & Knowledge Management * <a href="#">Mark Jones</a> Chief Financial Officer <a href="#">Mike Reno</a> Chief Operating Officer	Workforce Focus <a href="#">Rich Lowe</a> Senior Vice President Human Resources	Operations Focus <a href="#">Carla Wolfe</a> Assistant Vice President Enterprise Performance Excellence <a href="#">Pete Reicks</a> Senior Vice President Enterprise Performance Excellence	Beginning the Baldrige Journey: First Steps Toward Performance Excellence <a href="#">Jenks Public Schools</a> <a href="#">Lisa Muller</a> Assistant Superintendent, Teaching and Learning
3:00 PM - 3:30 PM	<b>Refreshment Break</b> Grand and Harborside Foyers				
3:30 PM - 4:15 PM	Measurement, Analysis & Knowledge Management <a href="#">Carm Caruso</a> Finance Operations Leader <a href="#">Denise Lee</a> Knowledge Management Leader	Workforce Focus <a href="#">Alysha Metzger</a> Director, Human Resources <a href="#">Amanda Stevens</a> Executive Director HCMH Foundation	Operations Focus <a href="#">Megan Cool</a> Vice President Performance Improvement <a href="#">David Thomsen</a> Vice President, Quality	Strategic Planning <a href="#">Michael Calcote</a> Chief Financial Officer <a href="#">Katie Larson</a> Board Chair	Integration of Baldrige and ISO <a href="#">DM Petroleum Operations (now Fluor Federal Petroleum Ops)</a> <a href="#">Ronald Schulingkamp</a> Senior Strategic Consultant
4:30 PM - 5:00 PM	<b>Examiner Recognition Event Registration</b> Grand Ballroom VI Foyer				
5:00 PM - 6:00 PM	<b>2014 Baldrige Examiner Recognition Event</b> Grand Ballroom VI				

All category presentations are repeated except those indicated with \*

7:00 AM - 8:00 AM	<b>Continental Breakfast, Exhibits, and Display Tables</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 with former recipients.</b>				
8:00 AM - 8:45 AM	<b>Harborside Ballroom C</b>	<b>Harborside Ballroom B</b>	<b>Harborside Ballroom D</b>	<b>Harborside Ballroom A</b>	<b>Harborside Ballroom E</b>
	<b>PricewaterhouseCoopers Public Sector Practice</b>	<b>Hill Country Memorial</b>	<b>St. David's HealthCare</b>	<b>Elevations Credit Union</b>	<b>Former Recipients</b>
	Workforce Focus <b>Christie Markezin</b> Human Capital Operations Leader <b>John Hunt</b> Principal/Workforce Champion	Operations Focus <b>Emily Padula</b> Executive Director Integration & Outreach <b>Jeff Damaby</b> Director, Performance Improvement and Materials Mgmt	Strategic Planning <b>Robyn Eckerman</b> Vice President Strategic Planning	Customer Focus <b>Jay Champion</b> Chief Operating Officer <b>Susan Green</b> Vice President, Marketing & Communications	Leading for Innovation <b>Pewaukee School District</b> <b>JoAnn Sternke</b> , Superintendent <b>Mike Cady</b> , Chief Academic Officer <b>Amy Pugh</b> , Director of IT <b>Danielle Bosanec</b> , Associate Principal
9:00 AM - 9:45 AM	Operations Focus <b>Don McCrooy</b> Principal/Operations Champion <b>Sonie Kalidindi</b> Director/Quality Management Group Leader	Strategic Planning <b>Debbye Dooley</b> Executive Director, Business Intelligence <b>Emily Padula</b> Executive Director Integration & Outreach	Customer Focus <b>Amanda Frye</b> Vice President Physician and Provider Relations, Marketing	Measurement, Analysis & Knowledge Management <b>Pete Reicks</b> Senior Vice President Enterprise Performance Excellence <b>Steve Schmdle</b> Senior Vice President, Finance	The Power of Benchmarking <b>K&amp;N Management</b> <b>Allyson Young</b> Human Resource and Brand Director
9:45 AM - 10:15 AM	<b>Refreshment Break, Exhibits, and Display Tables</b> Grand and Harborside Foyers				
10:15 AM - 11:00 AM	Strategic Planning <b>Peter Raymond</b> Principal/Strategy Champion <b>Allison Carter</b> Director/Baldrige Leader	Customer Focus <b>Mark Peterson</b> Director, Patient Experience <b>Dawn Bourgeois</b> Director, Wellness Center	Workforce Focus <b>Rich Lowe</b> Senior Vice President Human Resources	Operations Focus <b>Carla Wolfe</b> Assistant Vice President Enterprise Performance Excellence <b>Pete Reicks</b> Senior Vice President Enterprise Performance Excellence	Leading from the Back <b>Poudre Valley Health Care</b> (now part of Univ of Colorado Health) <b>Kevin Unger</b> President and Chief Executive Officer
11:15 AM - 12:00 PM	Measurement, Analysis & Knowledge Management <b>Carm Caruso</b> Finance Operations Leader <b>Denise Lee</b> Knowledge Management Leader	Workforce Focus <b>Alysha Metzger</b> Director, Human Resources <b>Amanda Stevens</b> Executive Director HCMH Foundation	Operations Focus <b>Megan Cool</b> Vice President Performance Improvement <b>David Thomsen</b> Vice President, Quality	Strategic Planning <b>Michael Calcote</b> Chief Financial Officer <b>Katie Larson</b> Board Chair	Integrating Baldrige Into what Students Do <b>Iredell-Statesville Schools</b> <b>Melanie Taylor</b> Deputy Superintendent of Curriculum and Instruction
12:00 PM - 1:45 PM	<b>Lunch, Harry S. Hertz Leadership Award &amp; Keynote</b> Grand Ballroom Award Presentation: <b>George Benson</b> , Chair, Baldrige Foundation Keynote: <b>Dr. Katherine Gottlieb</b> , President and Chief Executive Officer, Southcentral Foundation				

1:45 PM - 3:30 PM	<b>Concurrent Sessions: Track an Award recipient, track a Baldrige category, or attend Special Topic sessions with former recipients.</b>				
1:45 PM - 2:30 PM	<b>Harborside Ballroom C</b>	<b>Harborside Ballroom B</b>	<b>Harborside Ballroom D</b>	<b>Harborside Ballroom A</b>	<b>Harborside Ballroom E</b>
	<b>PricewaterhouseCoopers Public Sector Practice</b>	<b>Hill Country Memorial</b>	<b>St. David's HealthCare</b>	<b>Elevations Credit Union</b>	<b>Former Recipients</b>
	<p>Workforce Focus  <a href="#">Christie Markezin</a>                      Human Capital Operations Leader  <a href="#">John Hunt</a>                      Principal/Workforce Champion</p>	<p>Operations Focus  <a href="#">Emily Padula</a>                      Executive Director                      Integration &amp; Outreach  <a href="#">Jeff Darnaby</a>                      Director, Performance Improvement and Materials Mgmt</p>	<p>Strategic Planning  <a href="#">Robyn Eckerman</a>                      Vice President                      Strategic Planning</p>	<p>Customer Focus  <a href="#">Jay Champion</a>                      Chief Operating Officer  <a href="#">Susan Green</a>                      Vice President, Marketing &amp; Communications</p>	<p>The Ritz-Carlton Culture  <a href="#">The Ritz-Carlton Hotel Company, LLC</a>  <a href="#">Jamey Lutz</a>                      Area Performance Improvement Manager</p>
2:45 PM - 3:30 PM	<p>Operations Focus  <a href="#">Don McCrory</a>                      Principal/Operations Champion  <a href="#">Sonie Kalidindi</a>                      Director/Quality Management Group Leader</p>	<p>Strategic Planning  <a href="#">Debbye Dooley</a>                      Executive Director,                      Business Intelligence  <a href="#">Emily Padula</a>                      Executive Director                      Integration &amp; Outreach</p>	<p>Customer Focus  <a href="#">Amanda Frye</a>                      Vice President                      Physician and Provider Relations, Marketing</p>	<p>Measurement, Analysis &amp; Knowledge Management  <a href="#">Pete Reicks</a>                      Senior Vice President                      Enterprise Performance Excellence  <a href="#">Steve Schmidle</a>                      Senior Vice President, Finance</p>	<p>Strategic Planning  <a href="#">Southcentral Foundation</a>  <a href="#">Karen McIntire</a>                      Director, Organizational Development  <a href="#">Sharon Fenn</a>                      Improvement Advisor</p>
3:30 PM - 4:00 PM	<b>Refreshment Break, Exhibits, and Display Tables</b> Grand and Harborside Foyers				
4:00 PM - 5:00 PM	<b>Harborside Ballroom B</b>		<b>Harborside Ballroom D</b>		<b>Harborside Ballroom C</b>
	<p><b>Business Town Hall</b>  <a href="#">The Workforce of the Future</a>                      Moderator: <a href="#">Allyson Young</a>, K&amp;N Management                      Human Resource and Brand Director                      Elevations Credit Union  <a href="#">Annette Matthies</a>, Chief Human Resource Officer                      PricewaterhouseCoopers Public Sector Practice  <a href="#">Peter Raymond</a>, Principal/Strategy Champion                      The Ritz-Carlton Hotel Company, LLC  <a href="#">Jamey Lutz</a>, Area Performance Improvement Manager                      PRO-TEC Coating Company  <a href="#">Eric Franks</a>, Manager, Technology and QA</p>		<p><b>Education Town Hall</b>  <a href="#">How to Increase the Use of Baldrige in Education</a>                      Moderator: <a href="#">Fonda Vera</a>, Richland College                      Executive Dean, Planning, Research, Effectiveness and Development                      Pewaukee School District  <a href="#">JoAnn Sternke</a>, Superintendent                      Jenks Public Schools  <a href="#">Lisa Muller</a>, Assistant Superintendent, Teaching and Learning                      Iredell-Statesville Schools  <a href="#">Melanie Taylor</a>, Deputy Superintendent of Curriculum and Instruction                      Montgomery County Public Schools  <a href="#">Michael Perich</a>, Continuous Improvement Consultant</p>		<p><b>Health Care Town Hall</b>  <a href="#">Using Baldrige for Health Care Integration</a>                      Moderator: <a href="#">Debbye Dooley</a>, Hill Country Memorial                      Executive Director, Business Intelligence                      St. David's HealthCare  <a href="#">David Thomsen</a>, Vice President, Quality                      AtlantiCare  <a href="#">Ira Peezick</a>, Vice President, Strategic Planning                      Southcentral Foundation  <a href="#">Sharon Fenn</a>, Improvement Advisor                      Sutter Davis Hospital  <a href="#">Janet Wagner</a>, former Chief Executive Officer and current                      Chief Executive Officer, Mills-Peninsula Health Services</p>
6:00 PM - 8:30 PM	<b>Baldrige Foundation Dinner (by reservation with the Foundation)</b> Waterview Ballroom CD				

# Wednesday, April 15

Registration and Information Desk Hours: Wednesday: 7:15–11:45 am (Conference)

7:15 AM - 8:15 AM	<b>Continental Breakfast and Exhibits</b> <b>Grand Ballroom Foyer</b>
8:15 AM - 8:30 AM	<b>Opening Remarks</b> <b>Grand Ballroom</b> <a href="#">Robert Fangmeyer</a> , Director, Baldrige Performance Excellence Program
8:30 AM - 9:15 AM	<b>Keynote Presentation: How Organizations Get Great: The Same Way You Do</b> <b>Grand Ballroom</b> <a href="#">Geoff Colvin</a> , Senior Editor-at-Large, <i>FORTUNE</i>
9:15 AM - 9:45 AM	<b>Refreshment Break</b> <b>Grand Ballroom Foyer</b>   <b>Booksigning</b> <b>ASQ Exhibit booth</b>
9:45 AM - 11:15 AM	<b>Elements of Excellence Featuring 2014 Award Recipients</b> <b>Grand Ballroom</b> Moderator: <a href="#">Harry Hertz</a> , Director Emeritus, Baldrige Performance Excellence Program  <b>Elevations Credit Union: Transformation to a Process Culture</b> <a href="#">Carla Wolfe</a> , Assistant Vice President, Enterprise Performance Excellence  <b>St. David's HealthCare: The Partnership Model: Investing in Our Community</b> <a href="#">David Huffstutler</a> , President and Chief Executive Officer  <b>Hill Country Memorial: Partnering with Physicians</b> <a href="#">Jayne E. Pope</a> , Chief Executive Officer <a href="#">Dr. Robert Murray</a> , Chairman Board Quality Committee  <b>PricewaterhouseCoopers Public Sector Practice: Leveraging a Coaching Culture to Enhance Performance</b> <a href="#">John Hunt</a> , Principal/Workforce Champion
11:15 AM - 11:45 AM	<b>Conference Themes and New Directions</b> <b>Grand Ballroom</b> <a href="#">Harry Hertz</a> , Director Emeritus, Baldrige Performance Excellence Program <a href="#">Robert Fangmeyer</a> , Director, Baldrige Performance Excellence Program
11:45 AM	<b>Conference Adjourn</b>