## 2011 Baldrige Regional Conferences

### Conference-at-a-Glance Schedules

**September 12 and 13, Kansas City, MO**

**Registration Hours:**
- September 12: 12:00pm-4:00pm
- September 13: 7:00am-3:00pm

<table>
<thead>
<tr>
<th>Monday, September 12, 2011: Kansas City, MO</th>
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<tbody>
<tr>
<td>1:00 – 4:00 pm</td>
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<th>Tuesday, September 13, 2011: Kansas City, MO</th>
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<tr>
<td>7:00 – 8:00 am</td>
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<td>8:00 – 9:30 am</td>
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<tr>
<td>Welcome and Opening Remarks: Excellence in Missouri Foundation and Baldrige Program</td>
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<td>Leadership Presentations by 2010 Award recipients</td>
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<tr>
<td>• John McGinty, Vice President, Customer Development Group, Nestle Purina PetCare</td>
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<td>• Bob Pence, President and CEO, Freese and Nichols</td>
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<td>• Michael Perich, Consultant for Continuous Improvement, Montgomery County Public Schools</td>
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<td>• David Fox, President, Advocate Good Samaritan Hospital</td>
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<td>9:30 – 9:45 am</td>
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<td>9:45 – 10:30 am</td>
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<tr>
<td>Proactive Processes for Sustainability Iredell-Statesville Schools</td>
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<tr>
<td>Patient Safety Sharp Healthcare</td>
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<td>10:45 -11:30 am</td>
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<tr>
<td>Tactics to Accelerate Performance Excellence Studer Group</td>
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<td>Applying the Baldrige Concept of Intelligent Risk Richland College</td>
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<td>11:45am – 12:30pm</td>
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<td>Managing Change Honeywell FM&amp;T</td>
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<td>Strategic Planning AtlantiCare</td>
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<td>12:30 -1:30 pm</td>
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<td>1:30 – 2:15 pm</td>
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<tr>
<td>Leadership System/Patient Safety Advocate Good Samaritan Hospital</td>
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<td>Surviving in a Tough Economy PRO-TEC Coating Company</td>
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<td>2:30-3:15 pm</td>
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<td>Integrating the Baldrige Business Model in a Healthcare Setting St. Luke’s Hospital</td>
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<td>Baldrige Performance Excellence Groups-The Key to the Future of Baldrige MidwayUSA</td>
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<td>3:15-3:30 pm</td>
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<td>3:30-4:15 pm</td>
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<td>Achieving Excellence in Transformational Times Poudre Valley Health System</td>
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<td>Customer Focus Premier Inc.</td>
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<td>4:30-5:00 pm</td>
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### September 26 and 27, Birmingham, AL

#### Registration Hours:
- **September 26:** 12:00pm-4:00pm
- **September 27:** 7:00am-3:00pm

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<tr>
<th><strong>Monday, September 26, 2011: Birmingham, AL</strong></th>
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<td>1:00 – 4:00 pm</td>
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<tr>
<th><strong>Tuesday, September 27, 2011: Birmingham, AL</strong></th>
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<td>7:00 – 8:00 am</td>
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| 8:00 – 9:30 am | Opening Plenary Session  
Welcome and Opening Remarks: Alabama Productivity Center and Baldrige Program  
Leadership Presentations by 2010 Award recipients  
- Joe Havrilla, Chief Technology and Strategy Officer, Senior VP Corporate Development and Innovations, MEDRAD  
- Ken Schiller, Owner, K&N Management  
- BG Porter, President, Studer Group  
- Larry Bowers, Chief Operating Officer, Montgomery County Public Schools |
| 9:30 – 9:45 am | Networking Break |
| 9:45 – 10:30 am | Leadership Systems and Process in Building the 5 A’s of Learning Jenks Public Schools  
Freese and Nichols  
Innovation and the Quality Journey AtlantiCare |
| 10:45 -11:30 am | Strategic Planning Linking Customer Feedback to Business Results  
MEDRAD  
Nestle Purina PetCare  
DCH Stands on the Hill Emergency Preparedness & Real-Life Testing  
DCH Health System (AL State Award Recipient) |
| 11:45am – 12:30pm | Customer Focus Tactics to Accelerate Performance Excellence  
K&N Management  
Studer Group  
Freese and Nichols |
| 12:30 -1:30 pm | Lunch |
| 1:30 – 2:15 pm | Measurement, Analysis, and Knowledge Management Leadership System/Patient Safety  
Montgomery County Public Schools  
Advocate Good Samaritan Hospital  
K&N Management |
| 2:30-3:15 pm | Workforce Focus Government Needs Baldrige U.S. Army Armament Research & Development Center (ARDEC) and VA Pharmacy Center  
Nestle Purina PetCare  
MEDRAD |
| 3:15-3:30 pm | Networking Break |
| 3:30-4:15 pm | Process Management Sustaining Performance Excellence  
Advocate Good Samaritan Hospital  
Advocate Good Samaritan Hospital  
University of Wisconsin-Stout |
| 4:30-5:00 pm | Closing Speaker- Larry Potterfield, MidwayUSA  
America Needs Baldrige! How to Present it to Your Organizational Leaders |

*Conference schedules are subject to change.*