

Wednesday, September 11

Chicago, IL

1:00 PM - 4:00 PM	<p>Pre-Conference Workshop for Baldrige Beginners (Optional) Savoy Ballroom E Pattie Skriba, Vice President, Learning and Organizational Effectiveness, Advocate Good Samaritan Hospital</p>
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Thursday, September 12

7:00 AM - 8:00 AM	Continental Breakfast Ballroom Foyer		
8:00 AM - 8:10 AM	<p>Opening Plenary, Welcome Savoy Ballroom A-D Darcy Davidsmeyer, President, Illinois Performance Excellence Robert Fangmeyer, Acting Director, Baldrige Program</p>		
8:10 AM - 9:30 AM	<p>Plenary Session: Leadership Presentations by 2012 Award recipients Savoy Ballroom A-D</p> <ul style="list-style-type: none"> • Gary McPherson, Vice President, Human Resources, Lockheed Martin MFC • John Cole, Vice President, Business Development, MESA • Ormella Cummings, Chief Strategy Officer, North Mississippi Health Services • Tommy Gonzalez, City Manager, City of Irving 		
9:30 AM - 9:45 AM	Networking Break Ballroom Foyer		
9:45 AM - 10:30 AM	Savoy Ballroom E	Savoy Ballroom G	Coltrane
9:45 AM - 10:30 AM	<p>Strategic Planning Ormella Cummings Chief Strategy Officer North Mississippi Health Services</p>	<p>Using Data to Drive Customer Service and Organizational Improvement Tommy Gonzalez City Manager City of Irving</p>	<p>Community Health Outreach Monica Ray Director Performance Partners Premier Inc</p>
10:45 AM - 11:30 AM	<p>Customer Focus John Cole Vice President, Business Development MESA</p>	<p>Using Feedback to Drive School and District Improvement Melanie Taylor, Associate Superintendent of Curriculum and Instruction Jonathan Ribbeck, Principal Iredell-Statesville Schools</p>	<p>From Strategy to Operations, How to Prioritize Process Improvements Doug Faus Vice President, Process Improvement Poudre Valley Health System</p>
11:45 AM - 12:30 PM	<p>Managing with Analytics Steve Sessions, Deputy and Director Supplier Quality Engineering Lockheed Martin MFC</p>	<p>Baldrige 101 Larry Potterfield Founder and CEO MidwayUSA</p>	<p>Customer Focus Karen McIntire Director Process Improvement Crystal Lewis Improvement Specialist Southcentral Foundation</p>
12:30 PM - 1:30 PM	Lunch Savoy Ballroom A-D		
1:30 PM - 2:15 PM	<p>Workforce Focus Jami Lummus Human Resources Manager MESA</p>	<p>Strategic Planning Larry Potterfield Founder and CEO MidwayUSA</p>	<p>Building a Community of Problem Solvers: Deploying and Integrating a Performance Improvement System Vikram Patel Director, Operations Improvement Advocate Good Samaritan Hospital</p>
2:15 PM - 2:30 PM	Break Concurrent Session Break Areas		
2:30 PM - 3:15 PM	<p>Operations Focus Steve Sessions Deputy and Director Supplier Quality Engineering Lockheed Martin MFC</p>	<p>Cultivating and Managing Innovation Suki Wright Director of Organizational Excellence and Innovation Schneck Medical Center</p>	<p>Strategic Planning Meridith Drzakowski Assistant Chancellor Pete Schlosser Associate Professor University of Wisconsin-Stout</p>
3:30 PM - 4:00 PM	Closing Speaker - David Fox , President and CEO, Advocate Good Samaritan Hospital Savoy Ballroom A-D		