

Tuesday, September 24

Dallas, TX

1:00 PM - 4:00 PM	<p>Pre-Conference Workshop for Baldrige Beginners (Optional) Trinity Ballroom I-II-III</p> <p>Cindy Milrany, Chief Financial Officer, Freese and Nichols</p> <p>Peggy Freeby, Human Resources Manager, Freese and Nichols</p>
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Wednesday, September 25

7:00 AM - 8:00 AM	Continental Breakfast Gallery		
8:00 AM - 8:10 AM	<p>Opening Plenary, Welcome Trinity Ballroom IV-V</p> <p>Lynn Tomaszewski, Chief Executive Officer, Quality Texas Foundation</p> <p>Robert Fangmeyer, Acting Director, Baldrige Program</p>		
8:10 AM - 9:30 AM	<p>Plenary Session: Leadership Presentations by 2012 Award recipients Trinity Ballroom IV-V</p> <ul style="list-style-type: none"> Bart Davis, Vice President and General Counsel, Lockheed Martin MFC Terry May, President and CEO, MESA Brian Condit, Director for the Physician Leadership Institute, North Mississippi Health Services Tommy Gonzalez, City Manager, City of Irving 		
9:30 AM - 9:45 AM	Networking Break Gallery		
9:45 AM - 10:30 AM	Trinity Ballroom I-II-III	Oak Ballroom	Palm
9:45 AM - 10:30 AM	<p>Strategic Planning</p> <p>Larry Boyd Police Chief City of Irving</p>	<p>Using Social Media to Engage Customers and the Workforce</p> <p>Ken Schiller Owner Allyson Young Human Resources and Brand Director K&N Management</p>	<p>Building and Sustaining Shared Leadership</p> <p>Lisa Muller Assistant Superintendent, Curriculum and School Improvement Jenks Public Schools</p>
10:45 AM - 11:30 AM	<p>Customer Focus</p> <p>Terry May President and CEO MESA</p>	<p>Using Feedback to Drive School and District Improvement</p> <p>Melanie Taylor, Associate Superintendent of Curriculum and Instruction Boen Nutting, Principal Iredell-Statesville Schools</p>	<p>The Next Step: Linking Core Competencies to Workforce Management</p> <p>Wanda UMBER Chief, Strategic Planning and Learning Resources VA Pharmacy Center</p>
11:45 AM - 12:30 PM	<p>Measurement, Analysis and Knowledge Management</p> <p>Randy O'Neal VP Production Operations Lockheed Martin MFC</p>	<p>Baldrige 101</p> <p>Larry Potterfield Founder and CEO MidwayUSA</p>	<p>Physician Alignment</p> <p>Brian Condit Director for the Physician Leadership Institute North Mississippi Health Services</p>
12:30 PM - 1:30 PM	Lunch Trinity Ballroom IV-V		
1:30 PM - 2:15 PM	<p>Workforce Focus</p> <p>Kelsey May General Counsel MESA</p>	<p>Strategic Planning</p> <p>Larry Potterfield Founder and CEO MidwayUSA</p>	<p>Cultivating and Managing Innovation</p> <p>Tammy Dye Vice President, Clinical Services and Chief Quality Officer Schneck Medical Center</p>
2:15 PM - 2:30 PM	Break Gallery		
2:30 PM - 3:15 PM	<p>Operations Focus</p> <p>Randy O'Neal VP Production Operations Lockheed Martin MFC</p>	<p>Using Data to Drive Customer Service and Organizational Improvement</p> <p>Susan Rose Assistant Director, Communications Aimee Kaslik Performance Manager City of Irving</p>	<p>Community Health Outreach</p> <p>Jan Englert Principal, Member Engagement Premier Healthcare Alliance</p>
3:30 PM - 4:00 PM	Closing Speaker - Bob Pence , President and CEO, Freese and Nichols Trinity Ballroom IV-V		