

The Quest for Excellence® 2013
 25th Annual Conference of the
 Baldrige Performance Excellence Program
 April 8–10, 2013

Monday, April 8, 2013

7:00 AM	Registration Opens	Convention Registration
8:00 AM	Light Continental Breakfast, Networking; Exhibits Open	Grand Ballroom Foyer
9:00 AM	Conference Convenes with Ceremony in Honor of the 2012 Award Recipients	Grand Ballroom
10:00 AM	Celebratory Brunch in honor of the 2012 Award Recipients	Harborside Ballroom
11:30 AM	Conference Re-Convenes with Opening Remarks Harry S. Hertz	Grand Ballroom Director, Baldrige Performance Excellence Program National Institute of Standards and Technology
11:45 AM	Leadership Plenary <i>The top executive from each of the 2012 Baldrige Award recipients will describe the organization, their role in guiding it, and how the organization addresses its responsibilities to the public. Individual video vignettes featuring the 2012 Baldrige Award recipients will be shown before each senior leader speaks.</i> Moderator: John C. Timmerman, ASQ Chair	Grand Ballroom
	Terry May Barton B. Davis	President and CEO, MESA Vice President and General Counsel, Lockheed Martin Missiles and Fire Control
12:45 PM	Stretch Break	
1:00 PM	Leadership Plenary, continued	Grand Ballroom
	John Heer Tommy Gonzalez	CEO and President, North Mississippi Health Services City Manager, City of Irving
2:00 PM	Refreshment Break and Exhibits Open	Grand Ballroom Foyer
2:30 PM	Senior Leadership Panel Discussion <i>Executives respond to questions submitted by the audience concerning the leadership of their organizations.</i> Moderator: Robert Fangmeyer, Deputy Director, Baldrige Performance Excellence Program	Grand Ballroom
	Terry May Cary Hill Barton B. Davis	President and CEO, MESA Chief Operating Officer and Chief Financial Officer, MESA Vice President, General Counsel, LMMFC

Richard W. Hall	Vice President, Strategic Planning, LMMFC
John Heer	CEO and President, North Mississippi Health Services (NMHS)
Rodger Brown	Vice President, Human Resources, NMHS
Tommy Gonzalez	City Manager, City of Irving
Lynda Johnson	HR Director/ Chief Performance Officer, City of Irving

3:15 PM **Stretch Break**

3:30 PM **International Plenary** **Grand Ballroom**

Executives from international award recipients will describe the characteristics of performance excellence.

Moderator: Curt Reimann, First Director, Baldrige National Quality Program

Yasufumi Hirai	President and General Manager, Cisco Systems G.K., Japan
Cynthia Payne	Chief Executive Officer, SummitCare, Australia
Choe Peng Sum	Chief Executive Officer, Frasers Hospitality Pte Ltd, Singapore
Andreas Sambel	Director, Marketing and Business Excellence, Bosch US, EFQM

5:00 PM Conference Adjourns for the day.

Tuesday, April 9, 2013

7:00 AM **Registration Opens** **Convention Registration**

7:00 AM **Continental Breakfast, Networking, and Exhibits Open** **Grand Ballroom Foyer**

Concurrent Sessions

Attendees select the sessions of their choice. Concurrent sessions will be held in Harborside Ballrooms A, B, C, D, and E and the Laurel and Essex Suites on the same level. Breaks and meal functions will be on the Grand Ballroom level. Please see the At-A-Glance Schedule and Conference App for specific locations.

Baldrige Criteria-Based Concurrent Sessions

Sessions are offered by the 2012 award recipient organizations on these Baldrige Criteria categories: Strategic Planning; Customer Focus; Measurement, Analysis, and Knowledge Management; Workforce Focus; and Operations Focus. Organizational results are also addressed with the appropriate Criteria category describing related approaches and deployment. Attendees may choose to track one or more 2012 award recipients, track a Baldrige category, or mix and match.

Special Topics Sessions

Representatives from current and former award recipients from every sector will present on other topics of special interest; be sure to attend a few of these!

10:15 AM	<p>Concurrent Session 3</p> <p>Lockheed Martin Missiles and Fire Control Measurement, Analysis, and Knowledge Mgmt. Randy O’Neal, Vice President of Production Operations</p> <p>MESA Workforce Focus Jami Lummus, Human Resources Manager</p> <p>North Mississippi Health Services Operations Focus Karen Koch, Organizational Performance Administrator</p> <p>City of Irving Creating a Culture of Improvement and Customer Focus Aimee Kaslik, Performance Office Supervisor Wayne Lambert, Municipal Court Director</p> <p>Poudre Valley Health System Using Baldrige for Integration of Systems and Hospitals Rulon Stacey, President, University of Colorado Health</p> <p>Nestle-Purina Pet Care Customer Engagement Ken Dean, Customer Development Group</p> <p>Iredell-Statesville Schools Using Feedback to Drive Improvement Melanie Taylor, Associate Superintendent of Curriculum and Instruction Kelly Hinson, Principal, Lakeshore Elementary</p>	Ballrooms/Suites
11:00 AM	<p>Travel Break <i>Participants travel to Concurrent Session 4.</i></p>	
11:15 AM	<p>Concurrent Session 4</p> <p>Lockheed Martin Missiles and Fire Control Workforce Focus Gary McPherson, Vice President of Human Resources</p> <p>MESA Operations Focus Greg Thomas, Director of Operations</p> <p>North Mississippi Health Services Sustaining Excellence Karen Koch, Organizational Performance Administrator</p> <p>City of Irving Strategic Planning Larry Boyd, Police Chief</p> <p>Bronson Methodist Hospital Shaping Culture with the Strategic Planning Process Sue Reinoehl, Sr. VP Strategy & Communication, Bronson Healthcare Group</p> <p>K&N Management Using Social Media to Engage Customers and the Workforce Ken Schiller, Owner Allyson Young, Human Resources and Brand Director</p> <p>Montgomery County Public Schools Baldrige in the Classroom Dina Brewer, Principal, Sherwood Elementary School Lora Wallenstein, Staff Development Teacher, Sherwood Elementary School</p>	Ballrooms/Suites
12:00 PM	<p>Lunch followed by Remarks by Keynote Speaker Ben Carson, Director of the Division of Pediatric Neurosurgery, Johns Hopkins Hospital, Baltimore, MD</p>	Grand Ballroom

1:30 PM	Concurrent Session 5	Ballroom/Suites
	Lockheed Martin Missiles and Fire Control	Operations Focus
	Steve Sessions, Deputy and Director of Supplier Equality Engineering	
	MESA	Size Matters
	Greg Thomas, Director of Operations	
	North Mississippi Health Services	Strategic Planning
	Ormella Cummings, Chief Strategy Officer	
	City of Irving	Customer Focus
	Susan Rose, Assistant Director of Business and Civic Affairs/Communications	
	Advocate Good Samaritan Hospital	The Organizational Profile: Springboard to Excellence
	Patricia Skriba, Vice President, Learning/ Organizational Effectiveness	
	Sandy Churchill - VP Operations - Professional Services	
	KARLEE Company, Inc.	How Baldrige has Helped Us Survive and Recover from the Economic Downturn
	JoAnn Brumit, Chief Executive Officer and Chairman	
1:30 PM- 3:15 PM	Category Best Practices Panel Double-Session <i>This session features several site-visited applicants who were recognized by the 2012 Panel of Judges for best practices. Each will briefly share some specifics. There will be a brief stretch break to allow attendees to join the session at 2:30.</i>	
	Maury Regional Medical Center , Columbia, TN	
	Alan Watson, CEO	Strategic Planning Workforce Focus
	Kaye Brewer, VP of Human Resources	
	Northwest Vista College , San Antonio, TX	Leadership
	Jacqueline Claunch, President	Customer Focus
	Jimmie Bruce, Vice President of Academic Success	
	PricewaterhouseCoopers Public Sector Practice , McLean, VA	Leadership
	Scott McIntyre, Lead for Public Sector Practice	Workforce Focus
	John Hunt, Principal and Client Relation Lead	
2:15 PM	Travel Break <i>Participants travel to Concurrent Session 6 or join the Category Best Practices session.</i>	
2:30 PM	Concurrent Session 6	Ballrooms/Suites
	Lockheed Martin Missiles and Fire Control	Journey- Views to Excellence
	James Berry, President	
	MESA	Strategic Planning
	Cary Hill, COO and CFO	
	North Mississippi Health Services	Customer Focus
	Rodger Brown, Vice President of Human Resources	
	City of Irving	Measurement, Analysis, and Knowledge Mgmt.
	Brenda Haney, Solid Waste Services Director	
	Shane Burton, Assistant Director of Information Technology	

Henry Ford Health System

Susan Hawkins, Senior Vice President, Performance Excellence

Premier

Monica Ray, Director, Performance Partners

Key Changes through our Baldrige Journey**New Strategies for Reaching into
Community Health**3:15 PM **Refreshment Break and Exhibits Open** **Grand Ballroom Foyer**3:45 PM **Concurrent Session 7** Ballrooms/Suites**Jenks Public Schools**

Lisa S. Muller, Assistant Superintendent, Curriculum and School Improvement

Concordia Publishing House

Karen Capps, Executive Director, Production Control and Quality System

Caterpillar Financial Services Corporation US

Kim Neible, Vice President- Distribution Services

Todd Philbee, Marketing Services Manager

Ritz Carlton Hotel Company, LLC

Janet Souter, Senior Director of Quality

Southcentral Foundation

Jennifer Ambarian, Director of Process Improvement

Sharon Fenn, Improvement Advisor

PRO-TEC Coating Company

Eric Franks, Manager, Technology and Quality Assurance

Studer Group

Bob Murphy, International Speaker

Building and Sustaining Shared Leadership**Supply Chain Management****Alignment and Integration****Keeping Your Brand Relevant****How to Execute Your Strategy****Fulfilling Our Mission and
Tying it to Core Competencies
Creating Engaged and Loyal
Customers...Requires Engaged
and Loyal Employees**4:30 PM **Conference Sessions Adjourn for Day**5:00 PM **2012 Baldrige National Examiner Recognition Event** **Waterview Ballroom**

This event recognizes the 2012 Baldrige Board of Examiners.

Wednesday, April 10, 20137:00 AM **Registration** **Convention Registration**7:00 AM **Continental Breakfast, Networking, and Exhibits Open** **Grand Ballroom Foyer**8:15 AM **Opening Remarks** **Grand Ballroom**
Phillip Singerman
Associate Director for Innovation and Industry Services,
National Institute of Standards and Technology8:30 AM **Elements of Excellence** **Grand Ballroom**
Leaders from the 2012 Baldrige Award recipients spotlight one of the elements of excellence of their organization.

City of Irving: Leading A Cultural Transformation

Larry Boyd, Police Chief

North Mississippi Health System: Physician Alignment and Leadership

Dr. Mark Williams, Chief Medical Officer

9:20 AM	Refreshment Break	Grand Ballroom Foyer
9:50 AM	Elements of Excellence, continued	Grand Ballroom
	Lockheed Martin Missiles and Fire Control: Managing With Analytics (Harnessing the Balanced Scorecard)	
	Steve Sessions, Deputy and Director, Supplier Quality Engineering	
	MESA: Reinventing Ourselves the MESA Way	
	Cary Hill, COO and CFO	
10:35 AM	Stretch Break	
10:45 AM	Senior Leader Panel Discussion	Grand Ballroom
	<i>Leaders respond to questions submitted by the audience.</i>	
	Moderator: Robert Fangmeyer, Deputy Director, Baldrige Performance Excellence Program	
	Larry Boyd, Police Chief, City of Irving	
	Max Duplant, Chief Financial Officer, City of Irving	
	Mark Williams, Chief Medical Officer, NMHS	
	Lee Greer, Chief Safety and Quality Officer, NMHS	
	Steve Sessions, Deputy and Director, Supplier Quality Engineering, LMMFC	
	Randy O'Neal, Vice President, Production Operations, LMMFC	
	Cary Hill, COO and CFO, MESA	
	Greg Thomas, Director of Operations, MESA	
11:45 AM	Conference Themes and New Directions	Grand Ballroom
	Harry S. Hertz	
	Director, Baldrige Performance Excellence Program, National Institute of Standards and Technology	
12:00 PM	Conference Adjourns	