

Conference Schedule

REGISTRATION HOURS

Sunday, April 3, 3:30 pm - 5:30 pm

Monday, April 4, 7:00 am - 5:00 pm

Tuesday, April 5, 7:00 am - 5:00 pm

Wednesday, April 6, 7:00 am - 11:45 am

Sunday, April 3

12:00 - 1:00 pm	Workshop Registration	<i>Convention Registration</i>
1:00 - 4:00 pm	Optional Pre-Conference Workshops	<i>Delaware A and B</i>

Monday, April 4

7:00 - 8:00 am	Continental Breakfast, Networking, and Exhibits				<i>Exhibit Hall A</i>
8:00 - 8:30 am	Opening Plenary: Welcome, Video				<i>Marriott Ballroom Salon 2 & 3</i>
8:30 - 10:00 am	Plenary Session: Senior Leaders Present Leadership Category				<i>Marriott Ballroom Salon 2 & 3</i>
10:00 - 10:30 am	Refreshment Break and Exhibits				<i>Exhibit Hall A</i>
10:30 - 11:45 am	Leadership Plenary, continued				<i>Marriott Ballroom Salon 2 & 3</i>
11:45 am - 1:15 pm	Lunch and Exhibits				<i>Exhibit Hall A</i>
1:15 - 5:15 pm	Concurrent Sessions: Track an Award recipient, track a Baldrige category, or attend Special Topic sessions.				
	<i>Ballroom Salon 3</i>	<i>Virginia Room</i>	<i>Ballroom Salon 2</i>	<i>Delaware Room</i>	<i>Maryland Room</i>
	MEDRAD	Freese & Nichols	Good Samaritan Hospital	Montgomery Co. Public Schools	Former Recipients
	Nestlé Purina	K&N Management	Studer Group	Former Education Recipients	
1:15 - 2:00 pm	Strategic Planning	Customer Focus	Measurement, Analysis, and Knowledge Management	Workforce Focus	Small Business Growth with Baldrige MESA Products and Stoner
2:15 - 3:00 pm	Strategic Planning	Customer Focus	Measurement, Analysis, and Knowledge Management	Stakeholder Participation and Feedback School District 15	Sustaining Excellence North Miss. Medical Ctr and Bronson Methodist Hospital
3:00 - 3:30 pm	Refreshment Break and Exhibits				<i>Exhibit Hall A</i>
3:30 - 4:15 pm	Customer Focus	Measurement, Analysis, and Knowledge Management	Workforce Focus	Process Management	Providing Value to Taxpayers Honeywell FM&T and DM Petroleum Operations
4:30 - 5:15 pm	Customer Focus	Measurement, Analysis, and Knowledge Management	Workforce Focus	Managing in a Complex Environment Chugach School District	Government Needs Baldrige! ARDEC and VA Pharmacy Center
5:20 and 6:00 pm	Nestlé Purina Presents Incredible Dog Team Demonstration (Two 20-minute performances)				<i>TBA</i>

Tuesday, April 5

7:00 - 8:00 am	Continental Breakfast, Networking, and Exhibits <i>Exhibit Hall A</i>				
8:00 am - 5:30 pm	Concurrent Sessions: Track an Award recipient, track a Baldrige category, or attend Special Topic sessions.				
	<i>Ballroom Salon 3</i>	<i>Virginia Room</i>	<i>Ballroom Salon 2</i>	<i>Delaware Room</i>	<i>Maryland Room</i>
	MEDRAD	Freese & Nichols	Good Samaritan Hospital	Montgomery Co. Public Schools	Former Recipients
	Nestlé Purina	K&N Management	Studer Group	Former Education Recipients	
8:00 - 8:45 am	Measurement, Analysis, and Knowledge Management	Workforce Focus	Process Management	Process Management and Improvement	Starting a Baldrige Performance Excellence Group in Your Community - MidwayUSA
9:00 - 9:45 am	Measurement, Analysis, and Knowledge Management	Workforce Focus	Process Management	Rethinking Teaching and Learning Richland College	Electronic Medical Records Mercy Health System and Sharp HealthCare
9:45 - 10:15 am	Refreshment Break and Exhibits <i>Exhibit Hall A</i>				
10:15 - 11:00 am	Workforce Focus	Process Management	Using the Leadership System: Patient Safety	Strategic Planning	Conversations with Customers CH2M HILL (OMI)
11:15 am - 12:00 pm	Workforce Focus	Process Management	Tactics to Accelerate Performance Excellence	Getting Your Board On-Board Iredell-Statesville Schools	Health Care Reform Poudre Valley Health System and Premier
12:00 - 1:30 pm	Lunch and Exhibits <i>Exhibit Hall A</i>				
1:30 - 2:15 pm	Process Management	Journey to Performance Excellence	Strategic Planning	Customer Focus	Importance of Culture and Process to Drive Innovation Cargill Kitchen Solutions
2:30 - 3:15 pm	Process Management	Life Balance	Strategic Planning	Voice of the Customer at the Classroom Level Jenks Public Schools	Social Networking Heartland Health
3:15 - 3:45 pm	Refreshment Break and Exhibits <i>Exhibit Hall A</i>				
3:45 - 4:30 pm	Journey to Performance Excellence	Strategic Planning	Customer Focus	Measurement, Analysis & Knowledge Management	Managing in a Complex Environment AtlantiCare
4:45 - 5:30 pm	Linking Customer Feedback to Business Results	Strategic Planning	Customer Focus	Social Media Monfort College of Business and UW-Stout	Management by Fact City of Coral Springs
6:00 - 7:30 pm	Conference Reception and Exhibits <i>Exhibit Hall A</i>				

Wednesday, April 6

7:00 - 8:00 am	Continental Breakfast, Networking, and Exhibits	<i>Exhibit Hall A</i>
8:00 - 8:05 am	Opening Remarks	<i>Marriott Ballroom Salon 2 & 3</i>
8:05 - 9:05 am	Senior Leader Panel Discussion	<i>Marriott Ballroom Salon 2 & 3</i>
9:05 - 9:45 am	Plenary Session: Senior Leaders Present on Elements of Excellence	<i>Marriott Ballroom Salon 2 & 3</i>
9:45 - 10:15 am	Refreshment Break and Exhibits	<i>Exhibit Hall A</i>
10:15 - 11:30 am	Plenary Session: Senior Leaders Present on Elements of Excellence (continued)	<i>Marriott Ballroom Salon 2 & 3</i>
11:30 - 11:45 am	Conference Themes and New Directions	<i>Marriott Ballroom Salon 2 & 3</i>