

Sunday, April 7

1:00 PM - 4:00 PM	Optional Beginner Pre-Conference Workshop Essex A and B
1:00 PM - 4:00 PM	Optional Intermediate Pre-Conference Workshop Dover A and B
6:30 PM - 7:00 PM	25th Anniversary Gala Doors Open Grand Ballroom
7:00 PM - 9:00 PM	25th Anniversary Gala Grand Ballroom

Monday, April 8

8:00 AM - 9:00 AM	Continental Breakfast and Exhibits Grand Ballroom Foyer
9:00 AM - 10:00 AM	Ceremony in Honor of the 2012 Award Recipients Grand Ballroom
10:00 AM - 11:30 AM	Celebratory Brunch Harborside Ballroom
11:30 AM - 11:45 AM	Opening Plenary, Welcome Grand Ballroom
11:45 AM - 12:45 PM	Leadership Plenary Featuring 2012 Award Recipients Grand Ballroom
12:45 PM - 1:00 PM	Stretch Break Grand Ballroom
1:00 PM - 2:00 PM	Leadership Plenary, continued Grand Ballroom
2:00 PM - 2:30 PM	Refreshment Break and Exhibits Grand Ballroom Foyer
2:30 PM - 3:15 PM	Senior Leader Panel Discussion Grand Ballroom
3:15 PM - 3:30 PM	Stretch Break Grand Ballroom
3:30 PM - 5:00 PM	International Programs Plenary Grand Ballroom

Tuesday, April 9

7:00 AM - 8:00 AM	Continental Breakfast and Exhibits Grand Ballroom Foyer						
8:00 AM - 4:30 PM	Concurrent Sessions: Track an Award recipient, track a Baldrige category, or attend Special Topic sessions.						
8:00 AM - 9:45 AM	Harborside Ballroom A	Harborside Ballroom B	Harborside Ballroom D	Harborside Ballroom E	Harborside Ballroom C	Laurel	Essex
	Lockheed Martin MFC	MESA	North Miss. Health Svcs	City of Irving	Former Recipients	Former Recipients	Former Recipients
	Strategic Planning	Customer Focus	Measurement, Analysis & Knowledge Mgmt	Workforce Focus	From Bean Field to Baldrige: Lessons Learned from One City's Journey City of Coral Springs	Enterprise Risk Management and the Baldrige Criteria DM Petroleum Operations	Building and Sustaining an Effective Leadership System University of Wisconsin-Stout
9:00 AM - 9:45 AM	Customer Focus	Measurement, Analysis & Knowledge Mgmt	Workforce Focus	Operations Focus	Writing a Baldrige Assessment Schneck Medical Center	Using Baldrige to Help Our Clients Freese and Nichols	Empowering Employee Engagement Richland College

Tuesday, April 9 (continued)

9:45 AM - 10:15 AM	Refreshment Break and Exhibits Grand Ballroom Foyer						
Concurrent Sessions: Track an Award recipient, track a Baldrige category, or attend Special Topic sessions.							
10:15 AM - 11:00 AM	Harborside Ballroom A	Harborside Ballroom B	Harborside Ballroom D	Harborside Ballroom E	Harborside Ballroom C	Laurel	Essex
	Lockheed Martin MFC	MESA	North Miss. Health Svcs	City of Irving	Former Recipients	Former Recipients	Former Recipients
11:15 AM - NOON	Measurement, Analysis & Knowledge Mgmt	Workforce Focus	Operations Focus	Creating a Culture of Improvement & Customer Focus	Using Baldrige for Integration of Systems and Hospitals Poudre Valley Health System	Customer Engagement Nestlé Purina Pet Care	Using Feedback to Drive Improvement Iredell-Statesville Schools
NOON - 1:30 PM	Workforce Focus	Operations Focus	Sustaining Excellence	Strategic Planning	Shaping Culture with the Strategic Planning Process Bronson Methodist Hospital	Using Social Media to Engage Customers and Workforce K&N Management	Baldrige in the Classroom Montgomery County Public Schools
1:30 PM - 2:15 PM	Lunch and Keynote from Ben Carson Grand Ballroom						
2:15 PM - 3:15 PM	Operations Focus	Size Matters	Strategic Planning	Customer Focus	The Organizational Profile: Springboard to Excellence Advocate Good Samaritan Hospital	How Baldrige Has Helped Us Survive and Recover from the Economic Downturn KARLEE	Category Best Practices Panel Leadership, Strategic Planning, Customer Focus, Workforce Focus Maury Regional Med Ctr, Northwest Vista College, PricewaterhouseCoopers-Public Sector Practice
3:15 PM - 3:45 PM	Journey-Views to Excellence	Strategic Planning	Customer Focus	Measurement, Analysis & Knowledge Mgmt	Key Changes Through Our Baldrige Journey Henry Ford Health System	New Strategies for Reaching Into Community Health Premier, Inc.	
3:45 PM - 4:30 PM	Refreshment Break and Exhibits Grand Ballroom Foyer						
5:00 PM - 6:00 PM	Building and Sustaining Shared Leadership Jenks Public Schools	Supply Chain Management Concordia Publishing House	Alignment & Integration Caterpillar Financial Services	Keeping Your Brand Relevant Ritz-Carlton	How to Execute Your Strategy Southcentral Foundation	Fulfilling Our Mission and Tying it to Core Competencies PRO-TEC Coating Co.	Creating Engaged and Loyal Customers Requires Engaged and Loyal Employees Studer Group
2012 Baldrige Examiner Recognition Event Waterview Ballroom							

Wednesday, April 10

7:00 AM - 8:15 AM	Continental Breakfast and Exhibits Grand Ballroom Foyer
8:15 AM - 8:30 AM	Opening Remarks Grand Ballroom
8:30 AM - 9:20 AM	Elements of Excellence Featuring 2012 Recipients Grand Ballroom
9:20 AM - 9:50 AM	Refreshment Break and Exhibits Grand Ballroom Foyer
9:50 AM - 10:35 AM	Elements of Excellence Plenary, continued Grand Ballroom
10:35 AM - 10:45 AM	Stretch Break Grand Ballroom
10:45 AM - 11:45 AM	Senior Leader Panel Discussion Grand Ballroom
11:45 AM - NOON	Conference Themes and New Directions Grand Ballroom