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“Ask the Experts” Panel

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Jayne Pope
Chief Executive Officer
Hill Country Memorial
2014 MBNQA Recipient



Scott McIntyre
Managing Partner
PricewaterhouseCoopers PSP
2014 MBNQA Recipient



Bob Fangmeyer
Director
National Baldrige Program
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Tammy Dye
VP Clinical Services & CQO
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Be one of hundreds to convene September 14-15, 2015 to learn from, engage with, and be inspired by Baldrige Award winners and our Regional Program Award winners. Our attendees - CEOs, middle to senior level executives, directors, heads of operating units, and quality/performance improvement leaders - represent all sectors of the economy and have a passion for driving organizational improvement and effectiveness.



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This year's conference is an excellent opportunity for learning and networking with national leaders who represent healthcare, business, education, and government/non-profit sectors. 2014 MBNQA Recipients, Hill Country Memorial and PricewaterhouseCoopers Public Sector Practice will present Keynotes and Break-out Sessions at this year's conference. Bob Fangmeyer, Director of the national Baldrige program and Tammy Dye from 2011 MBNQA recipient Schneck Medical Center will provide Keynote Addresses. Former MBNQA Recipients PRO-TEC Coating Company and Schneck Medical Center will conduct Break-out Sessions and additional workshops will feature former and current TPE Award Winners, and performance excellence professionals who will provide clear "take-aways" for you to implement new processes and strengthen the management practices in your organization.

The world-class Polaris Hilton is located within walking distance of Polaris Fashion Place, the Midwest's premier shopping, dining, and entertainment complex. Discounted room reservations can be made online at the TPE website.

We will also host our Annual Golf Classic on Sunday, September 13th, 2015. The event will begin at 12:00 PM with lunch - and includes an 18-hole scramble, cart, and prizes - all for only \$125.00 per person. The Classic will be held at Bent Tree Golf Club, which features bent grass tees, fairways and greens, as well as many bunkers and abundant water, and is located in Sunbury, Ohio just minutes from the conference hotel. Register for the Golf Classic on your conference registration form.



Bent Tree Golf Club

**Register for the 2015 Quest for Success
Conference at:**

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Conference Schedule and Presenters

Sunday, September 13th, 2015

Annual Golf Classic, Bent Tree Golf Club

Conference Registration Opens at Polaris Hilton

Monday, September 14th, 2015

Jayne Pope, CEO
Hill Country Memorial
2014 MBNQA Recipient
Keynote – Leading a High Performance Team

“Ask the Experts” Panel
Individuals with extensive experience with Baldrige will field questions and have one-on-one discussions with participants.

Eric Kurjan, President
Six Disciplines Consulting Services
2015 TPE Gold Award Recipient
*“If you can’t run with the Big Dogs, stay on the porch”
Category 2 - Strategy*

Brenda Grant, Chief Strategy Officer
Maricris Miller, Director – Patient Experience
CAMC Health System, Inc.
2014 TPE Governor’s Award Recipient
“You Heard It ... Now What?!” Category 3 - Customers

Kim Biery, Director – Quality Innovation
Premier Health
Bob Pastva, Provider Relations Specialist
Nationwide Children’s Hospital
Being an Examiner as a Student

Dr. Mark Keen, Superintendent, TPE Board Member
Lynn Schemel, Director – Assessment & Prof. Dev’t
Westfield Washington Schools
2015 TPE Silver Award Recipient
Why Baldrige in Education?

Suki Wright, Director – Org. Excellence & Innovation
Schneck Medical Center
2011 MBNQA Recipient
*Engaging Patients, Workforce & Families to Improve Patient Satisfaction & Outcomes
Category 3 - Customers*

Gale Fisk, Exec. Director – Office of Mgmt. & Budget
Dr. Floun’say Caver, Director – Hayden Op. District
Greater Cleveland Regional Transit Authority
2015 TPE Silver Award Recipient
*Performance Management STAT Style
Categories 1 – Leadership & 6 – Operations*

Dr. James Partin – Chief Medical Officer & Alysha Metzger
– Human Resources Director
Hill Country Memorial, 2014 MBNQA Award Recipient
Empowering your Workforce through a Values Driven Culture, Category 5 – Workforce

Bob Fangmeyer, Director
National Baldrige Performance Excellence Program
Keynote – Baldrige Update

Speed Learning Session
Gain “nuggets” of knowledge from the day’s speakers in short fast-paced learning segments.

David Veech, Senior Lecturer
The Ohio State University, Fisher College of Business
Let’s Change! Make Your Approach to Lean Effective & Engaging, Categories 5 – Workforce and 6 - Operations

Travis Lozier, Exec. Director – Performance Improvement
Greg Messick, Consultant – Performance Improvement
Community Health Network
2015 TPE Silver Award Recipient
Creating a Culture of Change: 14,000 Belts Can’t Be Wrong! Category 6 – Operations

Kay Kendell, CEO & Principal
Glenn Bodinson, Founder & Principal
BaldrigeCoach
Tips for Creating Examiner Friendly Applications

Casey Mackert, Director – Baldrige Services
Six Disciplines Consulting Services
2015 TPE Gold Award Recipient
Margot Hoffman, President & CEO – TPE
OFI Games – Making Improvement Fun!

Tuesday, September 15th, 2015

Scott McIntyre, Managing Partner
PricewaterhouseCoopers PSP
2014 MBNQA Recipient
Keynote - Driving Quality to Better Serve our Government

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Tuesday, September 15th, 2015 (Continued)

Tammy Dye, Vice President of Clinical Services/CQO
Schneck Medical Center
2011 MBNQA Recipient
TPE Board Member
Keynote – Adaptation, Keys to Survive and Thrive through Change

Allison Carter, Director/Baldrige Leader
PricewaterhouseCoopers PSP
2014 MBNQA Recipient
Empowering Workforce through Knowledge Management Category 4 – Measurement, Analysis and Knowledge Management

Laura Viaches, Director – Payer Strategy
Managed Healthcare Services, Lilly USA, LLC
2015 TPE Silver Award Recipient
Lessons Learned: Building a Strategic Planning Process Category 2 - Strategy

Eric Franks, Manager - Technology & QA
PRO-TEC Coating Company
2007 MBNQA Recipient
Addressing Workforce Challenges to Launch New Facility Category 5 – Workforce

Ellen Milnes, Director of Marketing
MoreSteam.com
From Factory to Flipped: Improving Learning Outcomes Category 5 – Workforce

Patrick Tessier, Vice President of Quality
Kern International Inc.
2015 TPE Silver Award Recipient
Work Systems Demystified, Category 6 - Operations

Kim Bordenkircher, CEO & Kristi Barnd, Mgr. Quality Imp.
Henry County Hospital
2015 TPE Silver Award Recipient
Leadership and Strategy Is All About Approach, Deployment, Learning, and Integration Categories 1 – Leadership and 2 - Strategy

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Quest for Success
Conference!**



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Tuesday, September 15th, 2015

GET YOUR LEAN SIX SIGMA YELLOW BELT CERTIFICATION IN ONE DAY WITH TPE!

The Partnership for Excellence is excited to offer a one-day Lean Six Sigma Yellow Belt Certification Course for those wanting to learn more about the quality improvement process, change management, and Lean Six Sigma methodology

When you have successfully completed this one-day course you will be LSS Yellow Belt certified.

Taught by Master Black Belt Tracy Owens.

Course Outline

**Introduction to Lean
Voice of the Customer
The Seven Wastes**

**The Lean Journey- (5S, A First Step)
The Lean Journey- (Visual Management)
Process Analysis-**

**(Brown Paper Study of Value Added)
(Fishbone and 5 Whys)
Kaizen Events
Failure Mode Effects Analysis (FMEA)**

**Error Proofing
Problem Solving/Root Cause Analysis
Wrap Up**

**** This course is limited to the first 32 registrations.**

**** Fee for this course is the full conference rate plus \$225.00.**

**** Participants must attend all training from 8:00 AM to 4:30 PM on Tuesday. There are no exceptions for attending other conference presentations.**

**** To register for the conference and this course click "yes" under "Optional Tuesday Yellow Belt Training" on your registration form.**