

2015

## “Ask the Experts” Panel

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# 2015 Quest for Success

## ANNUAL CONFERENCE



Register now for the  
*2015 Quest for Success Conference*



[www.thepartnershipforexcellence.org](http://www.thepartnershipforexcellence.org)

**Polaris Hilton, Columbus, Ohio**  
**September 14-15, 2015**

The Premier Conference for Organizational  
Leaders and Performance Excellence  
Professionals in Ohio, Indiana & West Virginia

Early Bird Registration Discounts  
Now Available Through August 17<sup>th</sup>, 2015!

TPE Members- \$570.00  
TPE Examiners- \$570.00  
Non-Members- \$645.00\*

\* Full Conference Registration includes Individual Membership  
in TPE for one year.



**Polaris Hilton, Columbus, Ohio**  
**Reservations**



**2014 Malcolm Baldrige  
National Quality Award**

### *Keynote Speakers*



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  
NIST



Tammy Dye  
VP Clinical Services & CQO  
Schneck Medical Center  
2011 MBNQA Recipient

### *PLATINUM Conference Sponsors*

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Total Performance Excellence™

# 2015 Quest for Success

## ANNUAL CONFERENCE



TPE's Quest for Success is the Midwest's premier conference for performance and operational excellence. Malcolm Baldrige National Quality Award winners, TPE Award winners, and performance excellence professionals will deliver leading-edge presentations with improvement strategies you can immediately apply to your organization.

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.



### Polaris Fashion Place

### *2015 Quest for Success Conference Sponsors*

*Silver*



*Bronze*



*Individual*

Cargill  
Alois Alzheimer Center  
Ben Brace  
Al Faber  
Margot Hoffman  
George McAfee  
Paul Worstell

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:**

[www.thepartnershipforexcellence.org](http://www.thepartnershipforexcellence.org)

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### Conference Schedule and Presenters

#### Sunday, September 13<sup>th</sup>, 2015

Annual Golf Classic, Bent Tree Golf Club

Conference Registration Opens at Polaris Hilton

#### Monday, September 14<sup>th</sup>, 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 15<sup>th</sup>, 2015

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

# 2015 Quest for Success

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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*

**Register for the 2015  
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.**