

# Sunday, April 15

1:00 PM - 4:00 PM	<b>Optional Pre-Conference Workshops</b> Delaware A and B
6:00 PM - 7:00 PM	<b>Awards Ceremony</b> Marriott Ballroom Salon 2 & 3
7:00 PM - 8:30 PM	<b>Reception and Exhibits</b> Exhibit Hall A

# Monday, April 16

7:00 AM - 8:00 AM	<b>Continental Breakfast and Exhibits</b> Exhibit Hall A
8:00 AM - 8:10 AM	<b>Opening Plenary, Welcome</b> Marriott Ballroom Salon 2 & 3
8:10 AM - 9:05 AM	<b>Plenary Session: Senior Leaders Present Leadership Category</b> Marriott Ballroom Salon 2 & 3
9:05 AM - 9:40 AM	<b>Refreshment Break and Exhibits</b> Exhibit Hall A
9:40 AM - 10:35 AM	<b>Leadership Plenary, continued</b> Marriott Ballroom Salon 2 & 3
10:35 AM - 10:50 AM	<b>Stretch Break</b> Marriott Ballroom Salon 2 & 3
10:50 AM - 11:45 AM	<b>Senior Leader Panel Discussion</b> Marriott Ballroom Salon 2 & 3
11:45 AM - 1:15 PM	<b>Lunch and Exhibits</b> Exhibit Hall A

1:15 PM - 5:30 PM	<b>Concurrent Sessions: Track an Award recipient, track a Baldrige category, or attend Special Topic sessions.</b>					
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	Maryland Room	Ballroom Salon 2	Virginia Room	Ballroom Salon 3	Delaware A	Delaware B
	<b>Concordia Publishing</b>	<b>Henry Ford Health System</b>	<b>Schneck Medical Center</b>	<b>Southcentral Foundation</b>	<b>Former Recipients</b>	<b>Former Recipients</b>
1:15 PM - 2:00 PM	Strategic Planning	Customer Focus	Measurement, Analysis & Knowledge Mgmt	Workforce Focus	Establishing and Maintaining Long-Term Customer Relationships <b>Freese and Nichols</b>	Leadership's Role in the College Readiness Program <b>Mont. County Public Schools</b>
2:15 PM - 3:00 PM	Customer Focus	Measurement, Analysis & Knowledge Mgmt	Workforce Focus	Operations Focus	Baldrige Impacts <b>K&amp;N Management</b>	Building Capability for Student Success <b>Richland College</b>
3:00 PM - 3:45 PM	<b>Refreshment Break and Exhibits</b> Exhibit Hall A					
3:45 PM - 4:30 PM	Measurement, Analysis & Knowledge Mgmt	Workforce Focus	Operations Focus	Turning Point: Breakthrough in Our Journey	Using the Application Process to Drive Improvement <b>MEDRAD</b>	Creating Sustainable Excellence <b>Advocate Good Samaritan Hospital</b>
4:45 PM - 5:30 PM	Workforce Focus	Operations Focus	Turning Point: Piloting Ohio's Program in Indiana	Leading the Transformation	High Performance Workforce <b>DM Petroleum Operations</b>	Integrating Baldrige & Other Best Industry Practices <b>ARDEC</b>

# Tuesday, April 17

7:00 AM - 8:00 AM	<b>Continental Breakfast and Exhibits</b> Exhibit Hall A					
8:00 AM - 5:00 PM	<b>Concurrent Sessions: Track an Award recipient, track a Baldrige category, or attend Special Topic sessions.</b>					
8:00 AM - 8:45 AM	Maryland Room	Ballroom Salon 2	Virginia Room	Ballroom Salon 3	Delaware A	Delaware B
	<b>Concordia Publishing</b>	<b>Henry Ford Health System</b>	<b>Schneck Medical Center</b>	<b>Southcentral Foundation</b>	<b>Former Recipients</b>	<b>Former Recipients</b>
	Operations Focus	Turning Point: Strategic Alignment and Accountability	Physician Engagement Leads to Physician Alignment	Strategic Planning	Using Baldrige to Address Challenges <b>PRO-TEC Coating Company</b>	Innovation in Health Care <b>AtlantiCare</b>
9:00 AM - 9:45 AM	Turning Point: User Access to Data	Community Engagement	Strategic Planning	Customer Focus	Workforce Engagement and Culture <b>Ritz-Carlton Hotel Company</b>	Operations Focus In HC <b>North Miss. Medical Center</b>
9:45 AM - 10:15 AM	<b>Refreshment Break and Exhibits</b> Exhibit Hall A					
10:15 AM - 11:00 AM	Anyone Can Do It!	Strategic Planning	Customer Focus	Measurement, Analysis & Knowledge Mgmt	Reducing Oversight with Baldrige <b>Honeywell FM&amp;T</b>	Baldrige Impacts <b>Iredell-Statesville Schools</b>
11:15 AM - NOON	Open House	Open House	Open House	Open House	Open House <b>State Award Programs</b>	Open House <b>Baldrige Examiners</b>
NOON - 1:30 PM	<b>Lunch and Exhibits</b> Exhibit Hall A					
1:30 PM - 5:00 PM	<b>How To Sessions</b>					
1:30 PM - 3:00 PM	Maryland Room	Virginia Room	Ballroom Salon 3	Delaware A	Delaware B	
	How to Execute Your Strategy <b>Southcentral Foundation</b>	How to Use Baldrige and Magnet to Improve Quality <b>Schneck Medical Center</b>	How to Communicate with Employees to Drive Engagement and Learning <b>Henry Ford Health System</b>	How to Do Baldrige and Lean Six Sigma <b>CH2MHill (formerly OMI)</b>	How to Get Started with Baldrige <b>Sharp HealthCare</b>	
3:00 PM - 3:30 PM	<b>Refreshment Break and Exhibits</b> Exhibit Hall A					
3:30 PM - 5:00 PM	How to Make Baldrige How You Do Business <b>Poudre Valley Health System</b>	How to Develop and Implement Strategy Maps <b>Premier Inc.</b>	How to Change the Culture Of an Organization <b>Studer Group</b>	How To Use Key Information for Analysis and Improvement <b>Nestlé Purina Pet Care</b>	How to Identify, Manage, & Improve Work Systems and Processes <b>Jenks Public Schools</b>	
5:30 PM - 6:30 PM	<b>Examiner Recognition Event (Optional)</b> Marriott Ballroom Salon 2					

# Wednesday, April 18

7:00 AM - 8:15 AM	<b>Continental Breakfast and Exhibits</b> Exhibit Hall A
8:15 AM - 8:30 AM	<b>Opening Remarks</b> Marriott Ballroom Salon 2 & 3
8:30 AM - 9:20 AM	<b>Plenary Session: Senior Leaders Present Elements of Excellence</b> Marriott Ballroom Salon 2 & 3
9:20 AM - 9:50 AM	<b>Refreshment Break and Exhibits</b> Exhibit Hall A
9:50 AM - 10:35 AM	<b>Elements of Excellence Plenary, continued</b> Marriott Ballroom Salon 2 & 3
10:35 AM - 10:45 AM	<b>Stretch Break</b> Marriott Ballroom Salon 2 & 3
10:45 AM - 11:45 AM	<b>Senior Leader Panel Discussion</b> Marriott Ballroom Salon 2 & 3
11:45 AM - NOON	<b>Conference Themes and New Directions</b> Marriott Ballroom Salon 2 & 3