

Des Moines, Iowa

Thursday, September 13

1:00 PM - 4:00 PM	Pre-Conference Workshop for Baldrige Beginners (Optional) Embassy Ballroom Salons AB Lisa Muller , Assistant Superintendent, Curriculum and School Improvement, Jenks Public Schools
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Friday, September 14

7:00 AM - 8:00 AM	Continental Breakfast Pre-Convention Area		
8:00 AM - 8:10 AM	Opening Plenary, Welcome Embassy Ballroom Gary Nesteby , Executive Director, Iowa Quality Center Harry Hertz , Director, Baldrige Program		
8:10 AM - 9:30 AM	Plenary Session: Leadership Presentations by 2011 Award recipients Embassy Ballroom <ul style="list-style-type: none"> • Bruce Kintz, President and CEO, Concordia Publishing House • Kathy Oswald, Senior Vice President and Chief Human Resources Officer, Henry Ford Health System • Gary Meyer, President and CEO, Schneck Medical Center • Ileen Sylvester, Vice President, Executive and Tribal Services, Southcentral Foundation 		
9:30 AM - 9:45 AM	Networking Break Pre-Convention Area		
	Embassy Ballroom Salon D	Embassy Ballroom Salon E	Embassy Ballroom Salon ABC
9:45 AM - 10:30 AM	Leadership Ken Schiller and Allyson Young K&N Management	How to Change the Culture of an Organization Craig Deao Studer Group	Strategic Planning-Implementing Tactical Plans Ronald Fiala Cargill Corn Milling
10:45 AM - 11:30 AM	Strategic Planning Tammy Dye and Suki Wright Schneck Medical Center	Management by Fact Steve Harris Concordia Publishing House	Process Management Michael Perich Montgomery County Public Schools
11:45 AM - 12:30 PM	Customer Focus Ileen Sylvester, Joshua Franks, and Genie Dillon Southcentral Foundation	Integrating Baldrige and Other Performance Improvement Models Jim Caiazza U.S. Army Armament Research, Development, and Engineering Center (ARDEC)	Everything You've Always Wanted to Know about Writing an Application Priscilla Nuwash Poudre Valley Health System
12:30 PM - 1:30 PM	Lunch Atrium		
1:30 PM - 2:15 PM	Measurement, Analysis, and Knowledge Management Julia Swanson Henry Ford Health System	Baldrige 101 Larry Potterfield MidwayUSA	Improving Institutional Effectiveness Through Program Review Fonda Vera and Zarina Blankenbaker Richland College
2:30 PM - 3:15 PM	Workforce Focus Kathy Oswald Henry Ford Health System	How our Baldrige Journey Helped Us Address Challenges in Education Lisa Muller Jenks Public Schools	Measuring and Improving Key Manufacturing Processes Cory Buscher Nestlé Purina Pet Care
3:15 PM - 3:30 PM	Break Pre-Convention Area		
3:30 PM - 4:15 PM	Operations Focus Karen Capps Concordia Publishing House	Workforce Focus Holly Dierks John Deere Financial Services Iowa State Award Recipient Session	Baldrige Impacts Melanie Taylor Iredell-Statesville Schools
4:30 PM - 5:00 PM	Closing Speaker - Alan Willits, President, Cargill Corn Milling Embassy Ballroom		