



Wednesday, October 21, 2020 central time

Noon – 1 PM	Lobby, Exhibition Hall Open
11 AM - NOON	<a href="#">Menlo Virtual Tour</a>
1 PM – 4 PM	<a href="#">Preconference Workshop: Getting Acquainted with Baldrige</a> (Pattie Skriba)
1 PM – 4 PM	<a href="#">Preconference Workshop: Moving from Interest to Action</a> (JoAnn Sternke)
1 PM – 4 PM	<a href="#">Higher Education Summit: Performance Excellence in Times of Uncertainty</a>
4 PM – 5 PM	Happy Hour in Networking Lounge   Exhibit Hall Open

Thursday, October 22, 2020 central time

Start	Stop	Breakout A	Breakout B	Breakout C	Breakout D
7:15 AM	8:00 AM	Lobby and Exhibit Hall Open			
8:00 AM	8:10 AM	Excellence on Tap Conference Kick Off JoAnn Sternke, Studer Education			
8:10 AM	8:30 AM	You Can't Fake a Great Culture Lindel Fields, CEO Tri County Tech			
8:30 AM	10:10 AM	Resilience, Agility, and Innovation featuring the leaders of the 2019 Malcolm Baldrige Quality Award recipients: John Raffoul, Adventist Health White Memorial Susan Stuart, Center for Organ Recovery and Education (CORE) Patrick Lawton, City of Germantown Zoe Irvin, Howard Community College Brian Collins, Illinois Municipal Retirement Fund (IMRF) Brian Dieter, Mary Greeley Medical Center  The leadership plenary is moderated by JoAnn Sternke			
10:10 AM	10:25 AM	Transition and Exhibit Hall			
10:25 AM	11:00 AM	Kelsey May, MESA	Managing Transformational Change  Brian Collins, IMRF	Creating an Organizational Culture focused on a Commitment to Excellence and Sustainability  Brian Dieter, MGHC	Build Your Organization's Continuous Improvement Mindset on the Foundation of Customer Service and Employee Engagement  Dale Shaver, Waukesha County
11:00 AM	11:15 AM	Transition and Exhibit Hall			
11:15 AM	NOON	Hardwiring the Baldrige Framework into CORE's Business System  Michael Gerusky, CORE	People-Focused Processes  Patrick Lawton, City of Germantown	  John Raffoul, Adventist Health White Memorial	How to Launch a Rocket from your Smart Phone  Spencer X Smith, AmpliPhi Social Media Strategies
Noon	12:05 PM	Announcements and reminders			

12:05 PM	12:30 PM	Lunch Break   Visit the Exhibit Hall   Network			
12:30 PM	1:15 PM	Cultural Engineering: Using the Baldrige Framework to Shape Your Organizational DNA Keynote: John Timmerman, Vice President, Operations, Mercy (formerly with the Ritz Carlton and Gallup)			
1:15 PM	1:20 PM	Transition			
1:20 PM	2:05 PM		Using a Weekly Direction Setting Process to Improve Organizational Performance  Dan Maus, General Mills	A Growing Sense of Urgency: The Need to Build Communities of Excellence  Stephanie Norling, Communities of Excellence 2026	Empowering Resiliency Through Engagement: Strategies and Tactics for a More Engaged Work Culture JoAnn Sternke Studer Education  Session (1:15 - 3:00)
2:05 PM	2:15 PM	Transition			
2:15 PM	3:00 PM	Answering the Call: GM's Response to COVID-19  Steve Majoros, Chevrolet/General Motors	The Diversity of Beer – How Founders Brewing Co. is Building a Diverse and Inclusive Company  Buzz Thomas Founders Brewery Company	Strengthening Your Organizational Core: Building a Baldrige-based Operating System  Pattie Skriba, Blueprint to Excel	
3:00 PM	3:15 PM	Transition and Exhibit Hall			
3:15 PM	4:15 PM	Lead with Joy and Watch Your Team Fly! Closing Keynote: Rich Sheridan, CEO and Chief Storyteller, Menlo Innovations			
4:15 PM	4:30 PM	Conference Closing/Send Off			
4:30 PM	5:00 PM	Networking (optional)			

Share and Connect #ExcellenceonTap  
All session times central time zone

10/22/20 sessions available to conference ticket holders in our digital library following event. Access details will be sent following the conference.

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