



Wednesday, October 21, 2020 central time

Noon - 1 PM	Lobby, Exhibition Hall Open
11 AM - NOON	<u>Menlo Virtual Tour</u>
1 PM - 4 PM	<u>Preconference Workshop: Getting Acquainted with Baldrige</u> (Pattie Skriba)
1 PM - 4 PM	<u>Preconference Workshop: Moving from Interest to Action</u> (JoAnn Sternke)
1 PM - 4 PM	<u>Higher Education Summit: Performance Excellence in Times of Uncertainty</u>
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, 2010 Baldrige recipient			
8:10 AM	8:30 AM	You Can't Fake a Great Culture Lindel Fields, CEO Tri County Tech, 2018 Baldrige recipient			
8:35 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 (MGMC) The leadership plenary is moderated by JoAnn Sternke			
10:10 AM	10:25 AM	Transition and Exhibit Hall			
10:25 AM	11:10 AM	<i>A Team-Centered Approach to Surviving a Zombie Apocalypse</i> Kelsey May, MESA 2006,	<i>Managing Transformational Change</i> Brian Collins,	<i>Creating an Organizational Culture focused on a Commitment to Excellence and Sustainability</i> Brian Dieter Mary Greeley	<i>Build Your Organization's Continuous Improvement Mindset on the Foundation of Customer Service and Employee Engagement</i>

	2012 Baldrige recipient	Illinois Municipal Retirement Fund (IMRF)	Medical Center (MGMC)	Dale Shaver, Waukesha County
11:10 AM 11:30 AM Transition and Exhibit Hall				
11:30AM 12:15 PM	Hardwiring the Baldrige Framework into CORE's Business System Michael Gerusky Center for Organ Recovery and Education (CORE)	Leveraging Core Competencies Patrick Lawton, City of Germantown	Serving the underserved: Community Partnership John Raffoul, Adventist Health White Memorial	How to Launch a Rocket from your Smart Phone Spencer X Smith, AmpliPhi Social Media Strategies
12:15 PM 12:45 PM Lunch Break Visit the Exhibit Hall Network				
12:45 PM 1:30 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)			
1:30 PM 1:50 PM Transition				
1:50 PM 2:35 PM	Plans, Processes and Dashboards: how one school district is surviving and thriving in a COVID world C. Bentley, M. Cady & B. Kammers, Pewaukee School District, 2013 Baldrige recipient	Using a Weekly Direction Setting Process to Improve Organizational Performance Dan Maus & Collin Bonde, General Mills	A Growing Sense of Urgency: The Need to Build Communities of Excellence Stephanie Norling & Tricia Wagner, Communities of Excellence 2026	Empowering Resiliency Through Engagement: Strategies and Tactics for a More Engaged Work Culture JoAnn Sternke Studer Education, 2010 Baldrige recipient
2:35 PM 2:55 PM Transition				
2:55 PM 3:40 PM	Answering the Call: GM's Response to COVID-19	The Diversity of Beer - How Founders Brewing Co. is Building a Diverse and Inclusive Company	Strengthening Your Organizational Core: Building a Baldrige-based Operating System	Extended Session (1:50 - 3:40)

		Steve Majoros, Chevrolet/ General Motors	Buzz Thomas & Skot Welch, Founders Brewery Company	Pattie Skriba, Blueprint to Excel (formerly with Advocate Good Samaritan Hospital, 2010 Baldrige recipient)
3:40 PM	3:55 PM	Transition and Exhibit Hall		
3:55 PM	4:55 PM	<i>Lead with Joy and Watch Your Team Fly!</i> Closing Keynote: Rich Sheridan, CEO and Chief Storyteller, Menlo Innovations		
4:55 PM	5:00 PM	Conference Closing /Send Off		
5:00 PM	5:45 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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