



Wednesday, October 21, 2020 central time

Noon - 1 PM	Lobby, Exhibition Hall Open
11 AM - NOON	Menlo Virtual Tour
1 PM - 4 PM	Preconference Workshop: Getting Acquainted with Baldrige (Pattie Skriba)
1 PM - 4 PM	Preconference Workshop: Moving from Interest to Action (JoAnn Sternke)
1 PM - 4 PM	Higher Education Summit: Performance Excellence in Times of Uncertainty
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	<i>A Team-Centered Approach to Surviving a Zombie Apocalypse</i> Kelsey May, MESA	<i>Managing Transformational Change</i> Brian Collins, IMRF	<i>Creating an Organizational Culture focused on a Commitment to Excellence and Sustainability</i> Brian Dieter, MGMC	<i>Build Your Organization's Continuous Improvement Mindset on the Foundation of Customer Service and Employee Engagement</i> Dale Shaver, Waukesha County
11:00 AM	11:15 AM	Transition and Exhibit Hall			
11:15 AM	NOON	<i>Hardwiring the Baldrige Framework into CORE's Business System</i> Michael Gerusky, CORE	<i>People-Focused Processes</i> Patrick Lawton, City of Germantown	<i>Serving the underserved: Community Partnership</i> John Raffoul, Adventist Health White Memorial	<i>How to Launch a Rocket from your Smart Phone</i> 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	<i>Cultural Engineering: Using the Baldrige Framework to Shape Your Organizational DNA</i> 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	<i>Plans, Processes and Dashboards: how one school district is surviving and thriving in a COVID world</i> C. Bentley, M. Cady & B. Kammers, Pewaukee School District	<i>Using a Weekly Direction Setting Process to Improve Organizational Performance</i> Dan Maus, General Mills	<i>A Growing Sense of Urgency: The Need to Build Communities of Excellence</i> Stephanie Norling, Communities of Excellence 2026	<i>Empowering Resiliency Through Engagements: Strategies and Tactics for a More Engaged Work Culture</i> JoAnn Sternke Studer Education
2:05 PM	2:15 PM	Transition			
2:15 PM	3:00 PM	<i>Answering the Call: GM's Response to COVID-19</i> Steve Majoros, Chevrolet/General Motors	<i>The Diversity of Beer - How Founders Brewing Co. is Building a Diverse and Inclusive Company</i> Buzz Thomas Founders Brewery Company	<i>Strengthening Your Organizational Core: Building a Baldrige-based Operating System</i> Pattie Skriba, Blueprint to Excel	Extended Session (1:15 - 3:00)
3:00 PM	3:15 PM	Transition and Exhibit Hall			
3:15 PM	4:15 PM	<i>Lead with Joy and Watch Your Team Fly!</i> 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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