



**LIGHTING THE WAY TO EXCELLENCE  
2022 BALDRIGE FALL CONFERENCE**



**Wednesday, October 19 Pre-Conference Workshops**

Time (Pacific)	Event
<b>9:00a – 12:00p</b>	<p><b>Getting Acquainted with Baldrige</b>  <b>Pattie Skriba, VP Performance Excellence, Advocate Good Samaritan Hospital (retired)</b></p> <p>This workshop is designed for those who have had little or no exposure to the Baldrige Criteria. Participants will learn the history and structure of the Baldrige Program, the benefits of self-assessment and feedback, the structure of the Criteria, how to focus improvement and communication efforts, and how to use the Criteria and Award recipient application summaries to enhance learning from the conference in this interactive session.</p>
<b>9:00a – 12:00p</b>	<p><b>The Power of Lean Six Sigma in a Baldrige Journey – An Interactive Simulation Game</b>  <b>Edwin Boon, CEO, Lean Six Sigma Company USA</b></p> <p>Attend this interactive session where participants work in teams in a Lego production &amp; services game, experiencing process problems and applying Baldrige and Lean Six Sigma practices to overcome them. Baldrige categories like Customers, Measurement, Operations (Process Improvement), and Results are incorporated in the game. More than 4,000 companies and 25,000+ students across the globe have enjoyed this fun and highly interactive simulation game, learning insights to take bring back to their organization. Participants immediately learn how to apply Lean Six Sigma principles and after three rounds have been able to apply them 7-10x faster and with much improved quality. The learning from this game apply to all sectors – all organizations have processes they can improve.</p>
<b>12:00p - 1:00p</b>	<p><b>Lunch Break on Your Own</b></p>
<b>12:00p – 5:00p</b>	<p><b>Charter School of San Diego (CSSD) Field Visit (Lunch will be provided)</b>  <b>Wade Aschbrenner, External Relations Officer, CSSD</b>  <b>Tiffany Yandell, Director of Operations and Technology, CSSD</b></p> <p>See for yourself what “Baldrige in the Classroom” looks like from this high-performing school system and two-time recipient of the MBNQA. Participants will board a bus to the CSSD corporate office for lunchtime overview, visit two school sites, and return to hotel by 5:00 pm.</p>
<b>1:00p - 4:00p</b>	<p><b>Intermediate Baldrige – Moving from Interest to Action</b>  <b>Michael Garner, President, Momentum Consulting</b></p> <p>Designed for those who've begun using the Baldrige Framework and are ready to learn more, but not suited for experienced users of the framework. Participants will learn benefits and potential approaches for self-assessment using the Organizational Profile and will be introduced to methods to identify key processes and measures. This course will also explore the benefits of using the Baldrige Framework to articulate an organization's attributes, challenges, and priorities. Participants will be invited to reflect and share their experiences and questions with other participants.</p>



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<b>Thursday, October 20 Conference</b>				
<b>Time (Pacific)</b>	<b>Event</b>			
<b>7:30a – 8:00a</b>	<b>Coffee/Networking</b>			
<b>8:00a – 8:15a</b>	<b>Opening Remarks</b> <b>Brian Lassiter, Chair, Alliance for Performance Excellence</b> <b>Co-hosts Stephanie Norling, Communities of Excellence, and Denise Shields, California Council for Excellence</b>			
<b>8:15a – 9:00a</b>	<b>Keynote Speaker</b> <b>Nick Macchione, Director &amp; Deputy Chief Administrative Officer, Health and Human Services, San Diego County, CA</b>  Let Leadership Light the Way: Thriving in a Time of Change			
<b>9:00a – 9:10a</b>	<b>Transition/Break</b>			
<b>9:10a – 9:55a</b>	<b>Senior Leader Panel Discussion</b> <b>2021 Malcolm Baldrige National Quality Award Recipients</b>  <b>Bob Fangmeyer, Director, Baldrige Performance Excellence Program</b> <b>Mary Bixby, Founder, President, and CEO of Charter School of San Diego</b> <b>Diane Brockmeier, President and CEO, Mid-America Transplant</b> <b>Jake Dablemont, Vice President, Human Resources, MidwayUSA</b>			
<b>9:55a – 10:10a</b>	<b>Transition/Break</b>			
<b>10:10a – 10:55a</b> <b>Concurrent Session 1</b>	<b>Session 1A</b>	<b>Session 1B</b>	<b>Session 1C</b>	<b>Session 1D</b>
	<b>Charter School of San Diego Education</b>  <b>Wade Aschbrenner, External Relations Officer, CSSD</b> <b>Tiffany Yandell, Director of Operations and Technology, CSSD</b>  What We Learned as a Two-Time Baldrige Recipient	<b>Community Hospital – McCook, NE Healthcare</b>  <b>Karen Kliment Thompson, VP, Ancillary Services</b>  A Rural Nebraska Approach to Community Excellence	<b>MidwayUSA Service</b>  <b>Jake Dablemont, VP, Human Resources</b>  Workforce Engagement: Gaining their Emotional and Intellectual Commitment	<b>San Diego County Health and Human Services Agency Government</b>  <b>Carey Riccitelli Director, Office of Strategy and Innovation</b>  Driving Excellence Through a Shared Vision: The Live Well San Diego Experience
<b>10:55a – 11:10a</b>	<b>Transition/Break</b>			



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<b>11:10a – 11:55a Concurrent Session 2</b>	<b>Session 2A</b>  <b>Mary Greeley Medical Center Healthcare</b>	<b>Session 2B</b>  <b>City of Henderson, NV Government</b>	<b>Session 2c</b>  <b>Mid-America Transplant Non-profit</b>	<b>Session 2D</b>  <b>Communities of Excellence Community</b>
	<p><b>Brian Dieter</b> <i>President and CEO</i></p> <p><b>Karen Kiel Rosser, VP and Quality Improvement Officer</b></p> <p>Making Your Strategy Come to Life through Disciplined Deployment</p>	<p><b>Bristol Ellington,</b> <i>COO &amp; Deputy City Manager</i></p> <p><b>Polly Walker,</b> <i>Customer Service Strategist</i></p> <p>Becoming a Superhero to our Customers and Community</p>	<p><b>Diane Brockmeier,</b> <i>President and CEO</i></p> <p>Leadership &amp; Engagement</p>	<p><b>Barbara Jiménez,</b> <i>Director of Regional Operations, San Diego County’s Health and Human Services Agency</i></p> <p><b>Stephanie Norling,</b> <i>Executive Director</i></p> <p>Baldrige Principles in Community Work: Key Strategies in implementing the Communities of Excellence Framework in the San Diego South Region Community</p>
<b>11:55a – 1:15p</b>	<b>Lunch Communities of Excellence Recognition</b>			
<b>1:15p – 2:00p Concurrent Session 3</b>	<b>Session 3A</b>  <b>Stellar Solutions Small Business</b>	<b>Session 3B</b>  <b>City of El Paso Government</b>	<b>Session 3C</b>  <b>Chalmers Ford Small Business</b>	<b>Session 4C</b>  <b>California Council for Excellence (CCE) Non-Profit</b>
	<p><b>Janet Grondin, CEO</b> <b>Miranda Risling</b> <i>VP, Business Operations</i></p> <p>Doubling Down on our Dream Job Culture in an Opportunity Rich Environment</p>	<p><b>Tommy Gonzalez,</b> <i>City Manager, City of El Paso, TX</i></p> <p>The Baldrige Impact: Winning with Your Workforce First</p>	<p><b>Lee Butler</b> <i>Director, Performance Excellence</i></p> <p>Keeping the Truck on the Journey</p>	<p><b>Eliot Dratch</b> <i>Practice Lead, Quality, CMTC</i></p> <p><b>Denise Shields</b> <i>Chair, CCE</i></p> <p>Providing Higher Quality Jobs to Attract Higher Quality Workers: The Baldrige Connection</p>



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<b>2:00p – 2:15p</b>	<b>Transition/Break</b>			
<b>2:15p – 3:00p Concurrent Session 4</b>	<b>Session 4A</b>  Baldrige Performance Excellence Program Government	<b>Session 4B</b>  Elevations Credit Union Non-profit	<b>Session 4C</b>  Austin, MN Public Schools Education	<b>Session 4D</b> (continued from 4C)  Providing Higher Quality Jobs to Attract Higher Quality Workers: The Baldrige Connection
	<b>Bob Fangmeyer,</b> <i>Director</i>	<b>Joel Peer</b> <i>Business Intelligence Manager</i>  Interpreting, Analyzing, and Anticipating Member Needs	<b>John Alberts</b> <i>ED, Organizational Development and Admin Services</i>  Desired Daily Experience: When Strategy Meets Execution	
<b>3:00p – 3:10p</b>	<b>Transition/Break</b>			
<b>3:10p – 3:55p</b>	<b>Senior Leader Panel Discussion</b>  <b>Brian Lassiter, Chair, Alliance for Performance Excellence</b> <b>Tommy Gonzalez, City Manager, City of El Paso, TX</b> <b>Javier Hernández-Lichtl, CEO, Doctors Hospital and Miami Orthopedics &amp; Sports Medicine Institute</b> <b>Tim Tuter, Executive Director, Charter School of San Diego</b>			
<b>3:55p – 4:00p</b>	<b>Closing Remarks</b>  <b>Hosts Stephanie Norling, Communities of Excellence and Denise Shields, California Council for Excellence</b>			