

PRE-CONFERENCE WORKSHOPS

To add value to our program, TNCPE offers a series of half- and full-day workshops prior to the conference. These intensive workshops are designed to provide in-depth training on the tools world-class organizations use to improve performance.

Whether you are interested in pursuing a Baldrige-based award, or you want to improve your organization's processes, these workshops can't be missed.

TUESDAY, FEB. 17

7:30 – 8:00 a.m. Registration for workshops and continental breakfast

**FULL DAY
WORKSHOP**
8:00 a.m. – 4:30 p.m.

Writing Your TNCPE Application

Jim Ford, Program Coordinator
Tennessee Center for Performance Excellence
Tamera Fields, AVP, Quality and Performance Improvement
Mountain States Health Alliance

**MORNING
HALF-DAY
WORKSHOPS**
8:00 a.m. – 12:00 p.m.

Implementing Organizational Culture and Change

Sharon Cox, Principal Consultant
Cox and Associates

**The Simplified Organizational Profile:
Discover your improvement priorities – fast!**

David McClaskey, President
Pal's Business Excellence Institute

Value Stream Mapping: A LEAN How-to

Cheryl Hild, Faculty
University of Tennessee Center for Executive Education

**AFTERNOON
HALF-DAY
WORKSHOPS**
12:30 – 4:30 p.m.

Applying the Criteria Systematically

John Vinyard, Managing Partner
Genitect

Benchmarking for Results

Kay Kendall, Associate
Baldrige-Coach

**Emotional Intelligence:
Why EQ matters more than IQ (and how to use it)**

Ed Groody, President
Mike Simms, Consultant
Ed Groody & Associates

Root Cause Analysis: Improving the "P" in PDCA

Duke Okes, Knowledge Architect
APLOMET/Applied Logical Methods

CONFERENCE SCHEDULE

WEDNESDAY, FEB. 18

7:30 – 8:00 a.m. Registration and continental breakfast

8:00 – 8:15 a.m. Welcome

Keynote

8:15 – 9:15 a.m. Making Healthcare Better
*Mike Murphy, President & CEO of Baldrige Award winner,
Sharp HealthCare*

9:15 – 9:30 a.m. Networking break

9:30 – 10:45 a.m. **Breakout Sessions A**

10:45 – 11:00 a.m. Networking break

11:00 a.m. – 12:15 p.m. **Breakout Sessions B**

12:15 – 1:00 p.m. Lunch

Luncheon Keynote

1:00 – 2:00 p.m. The Ritz-Carlton Approach to Performance Excellence
*Janet Crutchfield, Senior Corporate Director of Quality
of Baldrige Award winner, Ritz Carlton Hotel Company*

2:00 – 2:15 p.m. Networking break

2:15 – 3:30 p.m. **Breakout Sessions C**

3:30 – 3:45 p.m. Networking break

Keynote

3:45 – 4:45 p.m. ASQ's Futures Study — The Forces of Change
Paul Borawski, Executive Director, Chief Strategic Officer, ASQ

5:30 – 6:30 p.m. Excellence in Tennessee Awards Banquet Reception

6:30 – 9:00 p.m. **2009 EXCELLENCE IN TENNESSEE AWARDS BANQUET**

THURSDAY, FEB. 19

7:30 – 8:00 a.m. Continental breakfast

8:00 – 8:15 a.m. Welcome

Keynote

8:15 – 9:15 a.m. Our Journey to Performance Excellence through the Lens of
Sterling/Baldrige
*Mike Levinson, City Manager of Baldrige Award winner,
City of Coral Springs, Fla.*

9:15 – 9:30 a.m. Networking break

2008 Tennessee Excellence Award winner

9:30 a.m. – 11:30 a.m. Caris Healthcare
Our Quest to be a World Class Hospice
Norman McRae, President & CEO

11:30 a.m. Adjourn