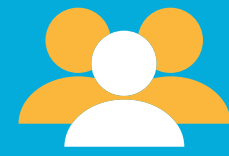
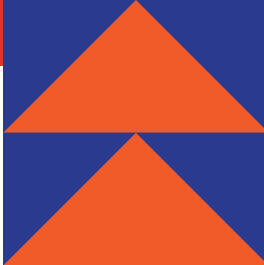
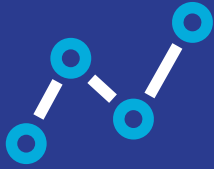
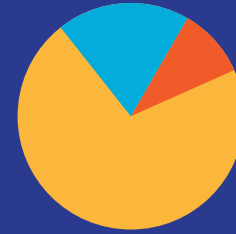
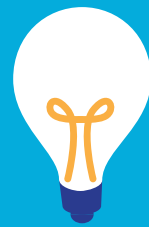
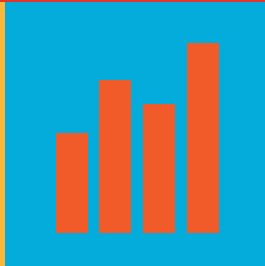
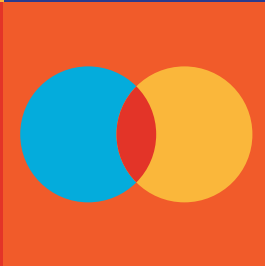
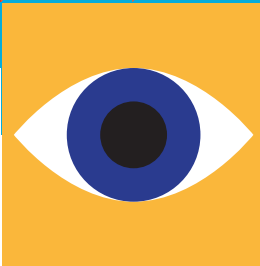


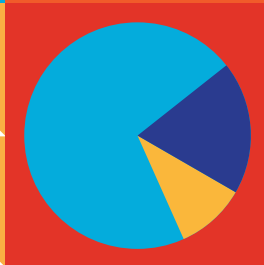
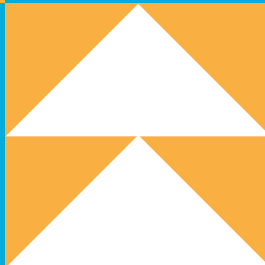
CONNECT.



DISCOVER.



TRANSFORM.



2020 EXCELLENCE CONFERENCE & CELEBRATION
FEB 26-27 | #TNCPE2020



CONNECT. DISCOVER. TRANSFORM.

2020 EXCELLENCE CONFERENCE & CELEBRATION

THE CONFERENCE

FEBRUARY 26-27, 2020

Join us for world-class performance excellence solutions from leaders who have shaped their organizations into the best in their sectors - including Baldrige National Quality Award and TNCPE Excellence Award recipients! Make connections and discover actionable strategies that will help you transform your organization - like these:

- Strategic planning
- Organizational growth
- Visionary leadership
- Workforce engagement
- Operational excellence
- High-performance culture

DAY 1 features a keynote and half-day interactive workshops.

DAY 2 is packed with 15 dynamic breakouts, two keynotes, and networking opportunities with leaders from the Southeast and beyond.

THE AWARDS CELEBRATION

FEBRUARY 27, 2020

On February 27, the Excellence Celebration will honor organizations that participated in the 2019 TNCPE Award Program. Role model leaders will gather on stage to present organizations with their awards and salute significant achievements, including the presentation of the McWherter Leadership Award and the announcement of the Katie Rawls Champion of Excellence Award recipient. Join us in celebrating the organizations and individuals that drive excellence across the Southeast!



DISCOVER THE CONFERENCE

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2019 Excellence Award

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McWherter Leadership Award



EVENT QUICK GUIDE

WEDNESDAY, FEB. 26: PRE-CONFERENCE WORKSHOPS

- 7:30 - 8:00 a.m. Registration & Continental Breakfast
- 8:00 - 8:30 a.m. Welcome
- 8:45 - 11:45 a.m. Half-Day Workshops A
- 11:45 - 1:15 p.m. Lunch & Keynote | Quest for the Best
- 1:30 - 4:30 p.m. Half-Day Workshops B

THURSDAY, FEB. 27: CONFERENCE

- 7:30 - 8:00 a.m. Registration & Continental Breakfast
- 8:00 - 8:15 a.m. Welcome
- 8:15 - 9:15 a.m. Opening Keynote | The P.S. of Leadership
- 9:15 - 9:30 a.m. Networking Break
- 9:30 - 10:30 a.m. Breakout Sessions A
- 10:30 - 10:45 a.m. Networking Break
- 10:45 - 11:45 a.m. Breakout Sessions B
- 11:45 - 1:30 p.m. Lunch & Keynote | Rattle the Norm
- 1:30 - 1:45 p.m. Networking Break
- 1:45 - 2:45 p.m. Breakout Sessions C
- 2:45 - 3:00 p.m. Networking Break
- 3:00 - 4:00 p.m. Breakout Sessions D

THURSDAY, FEB. 27: AWARDS CELEBRATION

- 5:15 - 6:00 p.m. Excellence Celebration Reception
- 6:00 - 9:00 p.m. 27th Annual Excellence Celebration

KEYNOTE SPEAKERS



THE P.S. OF LEADERSHIP

M.G. JOHN C. HARRIS, JR.
Adjutant General,
Ohio National Guard
**National Baldrige Judge*



RATTLE THE NORM

STEVE HUNT
Executive Coach,
HuntBI



QUEST FOR THE BEST

TILLIE HIDALGO LIMA
CEO, Best Upon Request



QUEST FOR THE BEST

BILL MILLS
President/COO,
Best Upon Request



WHAT THEY'RE SAYING

”

This is my favorite conference of the year - I always learn so much!

”

The variety of speakers is excellent. Having various disciplines represented helps ensure there is value for all attendees.

”

I was very impressed with the level of participation and knowledge of the presenters.



PRE-CONFERENCE WORKSHOPS

WEDNESDAY, FEBRUARY 26, 2020

WORKSHOPS A

8:45 – 11:45 A.M.

A1 THE THREE KEYS OF EXECUTION

Kent Vaughn & David Williams, *Blaze Performance Solutions*

We plan, we dream, and we put together strategies to be as successful as possible. However, the day-to-day tasks of life and business have a way of getting in the way of our most important goals.

In this session participants will learn:

What are the 4 Pillars of Engagement?

What are the three big reasons most initiatives and goals fail?

What are the 3 Keys of Execution?

How can any team or individual implement these three keys?

A2 INTERACTIVE LEAN SIX SIGMA SIMULATION

Craig Green, *Oak Ridge National Laboratory*

After an initial overview of the DMAIC principles, the class will participate in a practical hands-on exercise using plastic building blocks. The exercise is designed to allow attendees to gain direct experience in the concepts of Lean Six Sigma and see how this data-driven approach can help them improve processes and systems.

A3 EXCELLENCE IS IN THE DETAILS

David McClaskey & David Jones, *McClaskey Excellence Institute*

What is the difference between a sound process that produces average results and an extraordinary process that produces sustained, repeatable excellent results? Excellence is always in the details. We'll take you through our systematic approach for designing details into your process, guide you in practicing this approach during the workshop, and give you actionable tools for deployment throughout your own organization.

WORKSHOPS B

1:30 – 4:30 P.M.

B1 5 TOOLS TO HELP GOVERNMENT AGENCIES BRIDGE THE STRATEGIC PLANNING AND EXECUTION GAP

Randall Rollinson, *LBL Strategies*

All too often a gap in understanding and performance occurs for those charged with implementing the initiatives flowing from the strategy of a leadership team. This gap invariably translates into unwanted costs, lost opportunities and ultimately failure to execute and significant lost value. This overview program is for you if your team is struggling with strategic planning and execution.

B2 WHAT DOES IT ALL MEAN?? GETTING STARTED IN BALDRIGE

Cheryl Janoski, *Cheryl Janoski Training*

This Baldrige beginner workshop will help you dive into the Criteria categories to discover how to best utilize your Organizational Profile to set the context for your work. Participants are encouraged to make notes, using the provided workbook, on how they would answer the Profile questions for their own organization. You will end the session by crafting possible responses to the Criteria questions for your organization - the first steps on your journey of Performance Excellence complete!

B3 TRAINING TO 100%

David McClaskey & David Jones, *McClaskey Excellence Institute*

All organizations train. Learn how extraordinary organizations train to 100% in this hands-on workshop. Leaders of world-class organizations understand that to outperform their competition, they first have to out-train them. During this workshop you will have the opportunity to practice proven keys to outstanding training so that you can take your organization's performance from ordinary to extraordinary.



CONFERENCE SESSIONS

THURSDAY, FEBRUARY 27, 2020

* Baldrige National Quality Award Recipient
† TNCPE Excellence Award Recipient

BREAKOUT A | 9:30 - 10:30 a.m.

- A1 FROM RAGS (RANDOM ACTS OF GOODNESS) TO RESULTS**
Denise Haynes & Doug Serrano, *Co-Founders, Quiet Excellence, LLC*
- A2 TRANSFORMING YOUR APPLICATION WITH MEANINGFUL RESULTS (PART 1)**
Sonja Wulff, *President, Sonja Wulff Consulting*
- A3 EVERYONE CAN LEAD**
Kent Vaughn, *Co-Founder & CEO, Blaze Performance Solutions*
- A4 NHC SOUTH CENTRAL FRAMEWORK FOR EXCELLENCE**
Doran Johnson, *Senior Vice President, NHC South Central Region†*

BREAKOUT B | 10:45 - 11:45 a.m.

- B1 IF THESE WALLS COULD TALK: BUILDING AN OBEYA ROOM TO DRIVE STRATEGY**
Kristen Wayne, *Director of Operational Excellence, DCH Health System*
- B2 TRANSFORMING YOUR APPLICATION WITH MEANINGFUL RESULTS (PART 2)**
Sonja Wulff, *President, Sonja Wulff Consulting*
- B3 *Details Coming Soon***
Major General John C. Harris, Jr., *Adjutant General, Ohio National Guard*
- B4 TOOLS THAT WORK!**
Randall Rollinson, *President, LBL Strategies*

BREAKOUT C | 1:45 - 2:45 p.m.

- C1 ALL JOURNEYS BEGIN WITH A SINGLE STEP. BEGIN YOURS WITH TNCPE!**
Kelley Molavi, *Director of Programs, Tennessee Center for Performance Excellence*
- C2 BUILDING IMPROVEMENT AND INNOVATION INTO YOUR ORGANIZATION AND YOUR APPLICATION**
Kay Kendall, *CEO and Principal, BaldrigeCoach*
- C3 LEADERSHIP SYSTEM: IT'S A PROCESS, NOT A SOFT SKILL**
Heather Schoch, *Performance Excellence Consultant*
- C4 THINGS HAPPEN AND PEOPLE MAKE MISTAKES**
Bill Mills, *President/COO, Best Upon Request*

BREAKOUT D | 3:00 - 4:00 p.m.

- D1 SUPERCHARGE YOUR INFLUENCE AT WORK**
Steve Hunt, *Executive Coach, HuntBI*
- D2 LEADERSHIP & GOVERNANCE FOR SMALL BUSINESSES THROUGH COACHING AND PEER GROUPS**
Chris Gray, *Owner, Griffin Mechanical, LLC†*
& Kris Kelso, *Executive Coach, The Kelso Group*
- D3 LEVERAGING CORE COMPETENCIES TO ACHIEVE EXCELLENCE**
Patrick Lawton, *City Administrator, City of Germantown†*
- D4 MCCLASKEY TRIPLE 100 PATH FROM ORDINARY TO EXTRAORDINARY**
David McClaskey, *President, & David M. Jones, Vice President, McClaskey Excellence Institute*

EVENT PACKAGES

ADVANCE
REGISTRATION
by Feb. 7, 2020

REGISTRATION
Feb. 8 - Feb. 27

| | | |
|---|---------|---------|
| PACKAGE A Full Event, February 26-27 (Best deal) <ul style="list-style-type: none">• Includes two half-day, pre-conference workshops on Wednesday, February 26• All keynotes• Thursday conference sessions• Excellence Celebration & Reception (<i>Thursday evening</i>)• Continental breakfasts and lunches | \$795 | \$875 |
| PACKAGE B Conference Sessions Only, February 27 <ul style="list-style-type: none">• Includes Thursday conference sessions• Thursday keynotes• Excellence Celebration & Reception (<i>Thursday evening</i>)• Continental breakfast and lunch | \$495 | \$545 |
| PACKAGE C Pre-Conference Only, February 26 <ul style="list-style-type: none">• Includes one full-day pre-conference workshop• Luncheon keynote• Continental breakfast and lunch | \$350 | \$385 |
| EXCELLENCE CELEBRATION ONLY February 27 <ul style="list-style-type: none">• Excellence Celebration and Reception | \$110 | \$115 |
| EXCELLENCE CELEBRATION SPONSORSHIP February 27 <ul style="list-style-type: none">• Dinner Table and Reception for 10• Signage• Special recognition (<i>call for details</i>) | \$1,500 | \$1,500 |

TNCPE Members may be eligible for complimentary or discounted conference (Thursday) registration. Please call (615) 889-8323 for details.

Register for the Excellence Conference & Celebration online at:

WWW.TNCPE.ORG/EXCELLENCE

or call (615) 889-8323

VENUE

Our conference venue, the Franklin Marriott Cool Springs Hotel and Conference Center, is a full-service hotel just 20 minutes south of downtown Nashville, near the Cool Springs Galleria Mall and minutes from Brentwood and Historic Franklin.

700 Cool Springs Blvd.
Franklin, Tenn. 37067

HOTEL RESERVATIONS

Call (888) 403-6772 to make hotel reservations or use the reservation links found at www.TNCPE.org/Excellence to receive the TNCPE conference rate.

Rate deadline is Tuesday, Feb. 4, 2020.

Rooms at a government employee rate are also available.

Rooms at all discounted rates are limited.

CANCELLATION & SUBSTITUTION POLICY

Event registrants whose requests for cancellation are received on or before Feb. 1, 2020 will receive a full refund. Registrants whose cancellation requests are received between Feb. 2 and Feb. 15, 2020 will incur a \$100 processing fee. No requests for cancellations will be accepted after Feb. 15, 2020. Substitutions may be made at any time.

THE 2019 EXCELLENCE AWARD

NHC South Central Region (SCR) provides skilled nursing and assisted living services via its 12 multidisciplinary health care centers in Middle Tennessee, West Tennessee, and Alabama. SCR is one of seven regions under the parent company, National Healthcare Corporation (NHC), which is a publicly owned, for-profit senior care company.

NHC South Central Region is committed to being the senior care leader in customer and investor satisfaction (their mission) and the results they achieve for their customers, workforce, and stakeholders are a testament to their vision - "Caring in a better way, day-by-day" - and their motto - "Care is our business".



Robert Fangmeyer, Director of the Baldrige Performance Excellence Program said, "Achieving recognition as a TNCPE award winner requires a commitment to performance excellence by the leaders and workforce of an organization. NHC South Central Region has demonstrated their commitment to performance excellence as the 2019 TNCPE Excellence Award winner, and I congratulate them on this achievement".

THE 2019 NED R. MCWHERTER LEADERSHIP AWARD

The Tennessee Center for Performance Excellence is proud to announce David M. Jones, Vice President of McClaskey Excellence Institute (formerly known as Pal's Business Excellence Institute), as the recipient of the 2020 Ned R. McWherter Leadership Award.

As a trainer, coach, speaker, and consultant for many years, most recently through McClaskey Excellence Institute, Jones has personally taught Baldrige-based performance excellence principles and practices to thousands of managers and leaders from around the world.

Jones has also served in many volunteer capacities promoting excellence in Tennessee and nationally, including nice years on the TNCPE Panel of Judges; serving as a TNCPE examiner, team leader, and trainer; and 13 years as a National Baldrige Performance Excellence Program trainer, examiner, and team leader.



JOIN US AT THE 27TH ANNUAL EXCELLENCE CELEBRATION

■ FEB. 27, 2020 | FRANKLIN, TENN.

Join us to honor the 2019 Award Recipients and celebrate the accomplishments of excellent organizations from across the Southeast. Celebrations will also include the presentation of the McWherter Leadership Award and the announcement of the Katie Rawls Champion of Excellence Award.



THANK YOU TO OUR 2020 EXCELLENCE CONFERENCE SPONSORS!

SUSTAINING LEVEL

Caterpillar Financial Services Corporation
Tennessee Valley Authority

INNOVATOR LEVEL

Bristol Tennessee Essential Services
First Horizon Bank
TRICOR

CONTRIBUTING LEVEL

East Tennessee State University College of Business & Technology
McClaskey Excellence Institute

PARTICIPATING LEVEL

Marvin Windows and Doors of Tennessee

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