

## Monday, September 8, 2025 - OSU Fawcett Center, Columbus, Ohio

Time	Description	Location
12:00 pm	Registration Open	Lobby by Stairs
1:00 – 4:30 pm	<b>Pre-conference Workshop #1</b> <i>Being a Coach . . . As An Approach to Leadership</i> , Kurt Schoch, Founder, Performance Improvement Consulting	Hancock
1:00 – 4:30 pm	<b>Pre-conference Workshop #2</b> <i>LEGO Game: Learn the power of Lean Six Sigma through an interactive simulation game</i> , Edwin Boon, CEO, The Lean Six Sigma Company USA (Limited to 15 attendees)	Highland
5:15 pm	<b>Reception – (Cash Bar, Credit Card Only)</b>	Alumni Lounge
6:00 – 8:00 pm	<b>2025 TPE Awards Banquet</b> <i>Improve Your Health Like You Improve Your Organization</i> , Jim Steffen, America's Fun Fitness Coach & Owner of XT Fitness	Alumni Lounge

## Tuesday, September 9, 2025 - OSU Fawcett Center, Columbus, Ohio

Time	Description	Location
8:00 am	Registration	Lobby at Entrance
8:00 am	Breakfast	Alumni Lounge
9:00 am	Welcome, Opening Comments	Alumni Lounge
9:15 - 10:00 am	<b>Plenary Session</b> <i>Built to Last: How Five Foundational Practices Drive Excellence and Continuity</i> , Robert Kleiner, Director of External Operations, Northeast Delta Dental, 2024 national Baldrige Recipient	Alumni Lounge
10:00 – 10:15 am	<b>Break &amp; Travel to Concurrent Sessions</b>	
10:15 - 11:00 am	<i>Leading with Vision: A Baldrige Approach to Strategic Thinking and Continuous Improvement</i> , Elias Koulouriotis, Mid America Transplant, 2021 & 2015 Baldrige recipient	Monroe
10:15 – 11:00 am	<i>Heartwired Transformation: From Strategy to Heart in Valuing People and Achieving Excellence</i> , Carol Shields, Director of Performance Excellence, Community Health Network, 2025 TPE Gold Award Recipient	Jefferson
10:15 – 11:00 am	<i>Power Up Your Team: Tools and Perspectives for Smart Workforce Management</i> , Kim Adelman, Principal & David Murdock, Principal, ECG Management Consultants	Highland
10:15 – 11:00 am	2025 – 2026 Leader2Leader Collaborative <b>*Separate Event for 2025 – 2026 Leader2Leader Participants Only*</b>	Fairfield
11:00 – 11:15 am	<b>Break &amp; Travel to Concurrent Sessions</b>	
11:15 am - 12:00 pm	<i>Don't wait for AI, the Baldrige Excellence Framework and Lean are here now</i> , Margaret Dospiljulian, Dospil & Associates	Monroe
11:15 am - 12:00 pm	<i>Customer Journey Mapping</i> , Katherine Bosma, The Green Dot Group	Jefferson
11:15 am - 12:00 pm	<i>GOSE in Action: Turning Service Standards into Everyday Excellence</i> , Robert Kleiner, Director of External Operations, Northeast Delta Dental, 2024 national Baldrige Recipient	Highland
11:15 am - 12:00 pm	2025 – 2026 Leader2Leader Collaborative <b>*Separate Event for 2025 – 2026 Leader2Leader Participants Only*</b>	Fairfield
12:00 pm	<b>Travel to Lunch</b>	

<b>12:00 -1:00 pm</b>	<b>Lunch</b> Recognize Examiners & Judges	Alumni Lounge
<b>1:00 – 1:45 pm</b>	<b>Plenary Session</b> <i>Leading with Stewardship: Revolutionizing Tissue Donation Through Baldrige and Lab Innovation</i> , Amber Carriker, Director, Laboratory Services, Mid America Transplant, 2021 & 2015 Baldrige recipient	Alumni Lounge
<b>1:45 – 2:00 pm</b>	<b>Travel to Concurrent Sessions</b>	
<b>2:00 – 2:45 pm</b>	<i>Easy Tools to Accelerate Improvement</i> , Glenn Bodinson, Founder & Principal and Kay Kendall, CEO & Principal, BaldrigeCoach	Jefferson
<b>2:00 – 2:45 pm</b>	<i>Generations of Excellence: Engaging a Multigenerational Workforce to Drive Continuous Improvement</i> , Alexandra Calingo, Executive Education Project Manager, American College of Healthcare Executives	Monroe
<b>2:00 – 2:45 pm</b>	<i>From Big Idea to Successful Implementation</i> , Tom Kress, Owner, Strategic Accelerator, LLC	Highland
<b>2:45 – 3:00 pm</b>	<b>Travel to Concurrent Sessions</b>	
<b>3:00 – 3:45 pm</b>	<i>Pecha Kucha Presentations of Process Improvement Projects</i> , 2025 Leader2Leader Collaborative Cohort	Monroe
<b>3:00 – 3:45 pm</b>	<i>The Value of being an Examiner</i> , Mike Belter, Budget Analyst Staff - Appalachian Power Company (retired)	Jefferson
<b>3:00 – 4:00 pm</b>	<i>Deming's Red Bead Experiment</i> , Bill Soller, Principal, Corporate Advantage Network, LLC <b>Note:</b> This session will be 1-hour long	Highland
<b>3:45</b>	<b>Travel to Closing Session</b>	
<b>4:00 – 4:30 pm</b>	<b>Closing Session</b> <i>Baldrige Enterprise Update</i> , Dr. Margot Hoffman, President & CEO, The Partnership for Excellence	Monroe

Schedule subject to change. Updated 8/15/2025.