



# 27<sup>th</sup> Annual Quest for Excellence Conference



## Monday, September 14, 2026 – Quest Conference Center, Westerville, Ohio

Time	Description	Location
12:00 pm	Registration Open	
1:00 – 4:15 pm	<b>Pre-conference Workshop #1</b> <i>TBD</i> , Carol Shields, Founder, Fruition Through LLC	Wright 1
1:00 – 4:15 pm	<b>Pre-conference Workshop #2</b> <i>Coffee Game: Lean Six Sigma simulation to improve customer experience &amp;/or save cost</i> , Edwin Boon, CEO, The Lean Six Sigma Company USA (Limited to 15 attendees)	Wright 2
4:30 – 5:15 pm	<i>Pecha Kucha Presentations of Process Improvement Projects</i> , 2026 Leader2Leader Collaborative Cohort	Wright 1
5:15 pm	<b>Reception</b>	Ohio Inventor Common Area
6:00 – 8:00 pm	<b>2026 TPE Awards Banquet</b>	Edison 2

## Tuesday, September 15, 2026 - Quest Conference Center, Westerville, Ohio

Time	Description	Location
8:00 am	Registration	
8:00 am	Breakfast	Armstrong 2
9:00 am	Welcome, Opening Comments	Armstrong 2
9:15 - 10:00 am	<b>Plenary Session</b> <i>TBD (Leadership &amp; Strategy)</i> , David Shaw, Chief Executive Officer/Administrator, Nor-Lea Hospital District, 2025 National Baldrige Recipient	Armstrong 2
10:00 – 10:15 am	<b>Break &amp; Travel to Concurrent Sessions</b>	
10:15 - 11:00 am	<i>TBD (Knowledge Management)</i> , Elias Koulouriotis, Project Management Specialist, Mid America Transplant, 2021 & 2015 National Baldrige Recipient	Armstrong 1
10:15 – 11:00 am	<i>TBD (Workforce)</i> , David Shaw, Chief Executive Officer/Administrator, Nor-Lea Hospital District, 2025 National Baldrige Recipient	Armstrong 2
10:15 – 11:00 am	<i>Integrated Process Excellence – A Business Model for the AI Era</i> , John M. Cachat, EVP Consulting Services	Resnik
10:15 – 11:00 am	<i>2026 – 2027 Leader2Leader Collaborative</i> <b>*Separate Event for 2026 – 2027 Leader2Leader Participants Only*</b>	
11:00 – 11:15 am	<b>Break &amp; Travel to Concurrent Sessions</b>	
11:15 am - 12:00 pm	<i>TBD</i> , TBD, Fairfax County Public Schools, 2026 TPE Gold Award Recipient	Armstrong 1
11:15 am - 12:00 pm	<i>Elevating Journey Mapping: Turning Customer Insights into Service Blueprints that Drive Digital Adoption</i> , Elena Gonzales, UX Designer & Michael Everett, Organizational Excellence Officer, Illinois Municipal Retirement Fund (IMRF), 2019 National Baldrige Recipient	Armstrong 2
11:15 am - 12:00 pm	<i>Hitting Reset. Lessons learned</i> , Margaret Dospiljulian, Dospil & Associates	Resnik
11:15 am - 12:00 pm	<i>2026 – 2027 Leader2Leader Collaborative</i> <b>*Separate Event for 2026 – 2027 Leader2Leader Participants Only*</b>	
12:00 pm	<b>Travel to Lunch</b>	
12:00 -1:00 pm	<b>Lunch</b> Recognize Examiners & Judges	Armstrong 2
1:00 – 1:45 pm	<b>Plenary Session</b>	Armstrong 2

	<i>TBD (Baldrige Journey &amp; Leadership)</i> , Cindy Milrany, Chief Strategy Officer(retired), Freese and Nichols, 2010 & 2024 National Baldrige Recipient	
<b>1:45 – 2:00 pm</b>	<b>Travel to Concurrent Sessions</b>	
<b>2:00 – 2:45 pm</b>	<i>The Soft Skills of Agile Leadership</i> , Brian Kolenich, Executive Director, Otterbein SeniorLife Cortland	Armstrong 1
<b>2:00 – 2:45 pm</b>	<i>TBD (Strategy)</i> , Cindy Milrany, Chief Strategy Officer, Freese and Nichols, 2010 & 2024 National Baldrige Recipient	Armstrong 2
<b>2:00 – 2:45 pm</b>	<i>From Chaos to Clarity: Aligning Strategy, People, and Daily Work to Execute What Matters Most</i> , Mark Ryan, Consultant & Tom West, Consultant, The Green Dot Consulting Group	Resnik
<b>2:45 – 3:00 pm</b>	<b>Travel to Concurrent Sessions</b>	
<b>3:00 – 3:45 pm</b>	<i>SMART Goals That Drive Results and Build Culture</i> , Robert Kleiner, Director of External Operations, Northeast Delta Dental, 2024 National Baldrige Recipient	Armstrong 1
<b>3:00 – 3:45 pm</b>	<i>New Leader Onboarding &amp; Service Line Strategy: From Data to Execution</i> , MarJean Kennedy, Vice President of Marketing, Development, and Strategy; Tracy Smith, Director Imaging Services; and Katie Sams, Director of Business Development WVU Medicine Camden Clark, 2022 TPE Governor's Award for Excellence Recipient	Armstrong 2
<b>3:00 – 4:00 pm</b>	<i>From Fixer to Influencer: A Leader Others WANT To Follow</i> , Sean Olson, CEO, Renogize Professional Coaching	Resnik
<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	Armstrong 2

Schedule subject to change. Updated 5/29/2026.